



NEPTUNE PACIFIC LINE

Customer Service Officer

Neptune Pacific Agency provides liner, bulk, tramp shipping and agency services connecting the South Pacific Islands to the world. Neptune also has a controlling interest in Pacific Forum Line.

Neptune Pacific is experiencing a time of growth and we are seeking a Customer Service Officer to join our team based in Auckland.

Reporting to the General Manager, the main tasks will be:

- Freight bookings, shipment coordination and documentation for both sea and air dry and perishable freight
- Quoting Air & Sea rates
- Communicating with customers, statutory authorities, suppliers & service providers
- Assisting with business development
- Maintaining close relationships with key accounts
- Assisting with freight station administration
- Assisting with transshipment freight coordination and administration
- Other tasks as directed

Essential Attributes/Experience

- Minimum five years Customer Service experience
- Proven freight forwarding and or shipping experience in Import/Export Air and Sea freight
- Customer focused with excellent communication skills
- Experience in air freight and Cargowise software will be seen a strength
- Ability to work under pressure with strong attention to detail
- Deadline driven with strong time management/planning skills
- Intermediate computer skills (including Excel) with the ability to learn new systems

To be considered for this role you must have the legal right to live and work in New Zealand.

If you are target driven and keen to work in a team environment where you will see the results, please click Apply. Applications close 18th August 2017.