

R&R INTERNATIONAL FREIGHT FORWARDING INC.

Account Coordinator

Functions:

- Maintaining customer relationships and ensuring customer loyalty through excellent customer service as well as meeting all clients needs appropriate to their business.
- Establish task priorities, scheduling and tracking work assignments.
- Keeping customers well informed of any updates.
- Take incoming phone calls and respond to issues quickly and accurately.
- Billing on time, zero demurrage mind set, detention, exam fees and etc.
- Must have a good computer data entry skills, word, excel and Microsoft office.

Qualifications:

- High School Diploma or higher education
- At least 3-6 years of General Freight Forwarding Industry experience is preferable.
- Previous work experience in Ocean, Air, Import, Export Int'l Freight Forwarding Cargo Shipping departments.
- Highly customer service minded.
- Ability to use logic and reason to identify the strengths and weaknesses
- Self-organized (prioritize, plan, execute), must show strong commitment to working procedures
- Organized, flexible and able to work under tight deadlines, ability to work efficiently under pressure and fast pace environment.
- Administration skills, Customer service skills.
- Good Computer skills: Microsoft Office and Ability to create documents using Excel Spread Sheet.
- Must be bilingual in Spanish and English.