

Customer Service Supervisor

- **Global organisation.**
- **Established business under ongoing expansion based in Port Melbourne**
- **Focus on Export Air Freight, Sea and Project Logistics**

The perfect opportunity to focus your operational strengths and broaden your career into International Logistics with "K" Line Logistics (Australia) Pty. Limited.

"K" Line Logistics Pty Ltd is a leading global logistics service provider with diverse service offerings from International Air and Sea freight forwarding to warehousing, Road, Rail, Customs Clearance, and project cargo management. With more than 80 offices worldwide, our Australian business is in Port Melbourne. "K" Line Logistics (Australia) Pty Ltd is a respected, stable IATA Licensed and ATT accredited logistics service provider which prides us on offering our customers end-to-end solutions.

Reporting to General Manager you will be responsible for the Department's effective delivery of our operational and end-to-end account management services to our Customers and overseas offices.

This diverse role will give you exposure to all areas that an international logistic company offers as scope of capability allowing you to develop well rounded industry knowledge and ultimately specialise in a specific area of the business. Customer engagement is on a daily basis so strong and confident communication skill will be invaluable.

Daily tasks will include

- End to End Operational and account Support, handling day to day operational requirements, including meeting reporting deadlines, ensuring all records are up to date with particular reference to customer requirements.
- All modes of transport including but not necessarily limited to warehouse and dispatch, sea, air import and export freight forwarding will fall within your scope of work on a daily basis.
- Ensure compliance with our IATA licence and obligations.
- Co-ordinating any cartage, packing, delivery as required by customers and timely and efficient processing of invoices.
- Assist with the management, control and costing of project work.
- Maintenance and reporting within our internal databases.
- Drive customer engagement through regular customer contact and occasional client visits in order to build strong relationships with new and existing accounts to drive further growth.
- Work with our Group Companies as required to provide total customer solutions



Skills Required:

- Previous experience within the Freight Forwarding / Logistics or related industry is preferable.
- Strong communication skills, both written and verbal, are essential
- Attention to detail.
- Reliability.
- You are confident and team oriented.
- Commitment to see a job through to completion.
- Must hold a current driver's licence

As a well-known, established business we offer salary commensurate with your experience and career development opportunities internally and within our Group Companies.

If this sounds like somewhere you want to be then Apply Today and send you resume to jenniferc@kawasakiaustralia.com.au

Only those with a right to work in Australia need apply.

Only successful candidates will be contacted.