

<b>DEPARTMENT:</b>	Customer Care
<b>LOCATION:</b>	51 A Railway Road, Cunupia, Trinidad and Tobago
<b>JOB TYPE:</b>	Office Based
<b>JOB TITLE:</b>	<b>Customer Care Specialist (CCS)</b>
<b>DIRECTLY REPORTS TO:</b>	Supervisor - Customer Care
<b>POSITION (S) REPORTING INTO THIS ROLE:</b>	None
<b>DEPARTMENT LEAD:</b>	Supervisor- Customer Care
<b>OVERSEEING ELT MEMBER:</b>	Vice President Customer Experience

**JOB PURPOSE:**

The Customer Care Specialist must be an expert on the products and services offered by our company and be able to successfully manage operations to deliver on the customer promise. The ability to efficiently address customer concerns and ensure that a high customer retention rate is maintained is a requirement of this position. The highly skilled CCS should be able to successfully takeover any customer's account with short notice. The successful candidate should have working knowledge and preferences of all customers, especially high-volume customers.

**KEY DUTIES AND RESPONSIBILITIES:**

<b>NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.</b>	<b>Approx. % of time annually</b>
1. Ensure effective and efficient communication with customers via email, phone or any other medium	20%
2. Work directly with our internal departments to gather information (Operations, Freight, Accounts, Procurement, Contracts & Proposals, Personnel Logistics, HSSEQ) to resolve any customer related matters in a timely and effective manner	15%
3. Manage customers' shipment views and provide daily and or weekly updates	5%
4. Manage the invoicing process which includes verifying and signing off all invoices, dispatching of invoices for all customers and following up for collections	15%
5. Maintain key performance indicators (KPI's) for customer responsiveness, generating invoices, dispatching invoices, and sorting invoicing queries	15%
6. Work closely with the Accounts Receivables Team to ensure all customer statements are received and distributed within the allocated timeframe to avoid any accounting issues or holds	5%
7. Attend all required weekly meetings and or calls together with the Customer Care Team lead and or our Sales team	10%
8. Work closely with the Accounts Payable team to ensure all vendor statements are received and paid within a timely manner to avoid any accounting issues or holds	5%
9. Assist in planning and implementing department goals and makes recommendations to management to improve efficiency and effectiveness	10%

*Include the meanings of all acronyms used in the Job Duties above e.g KPI is Key Performance Indicators.*

<b>LAST REVISED</b>	June 21 <sup>st</sup> 2021
---------------------	----------------------------

#### **QUALIFICATIONS AND EXPERIENCE:**

- BSC in Communications/Psychology/Sociology or related field
- Project management experience/qualification will be an asset
- Customer service experience will be an asset

#### **HSSEQ RESPONSIBILITIES:**

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

#### **KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:**

- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** – can work on multiple tasks, meet KPIs, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Well-developed verbal and written communication skills.**

#### **WORKING CONDITIONS**

- Physical demand - Primarily Office / Work from home.
- May attend virtual or in-person conferences, workshops, meetings, etc.
- Will be required to be on site visits from time to time (shore base, ports, vessels, etc).
- Foreign travel is possible.