

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

JOB PURPOSE:

Develop a highly skilled Customer Care Specialist (CCS) that can successfully takeover any customer account with short notice. The successful candidate should have working knowledge and preferences of all customers, especially high-volume customers.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
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%

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.

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.