



JOB VACANCY

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 – Pacific Forum Line, the main tasks will include:

- Freight bookings, shipment coordination and documentation for both sea and air, and dry and perishable freight
- Quoting Air & Sea rates
- Communicating with customers, statutory authorities, suppliers & service providers
- 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 2 years **freight forwarding** experience in Pacific Island Trades
- Customer focused with excellent communication skills at all levels
- 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
- Collaborative and cooperative team player
- Experience in Business Improvement methodology advantageous but not essential

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 apply via www.seek.co.nz

Applications close 11 January 2019