

Job Title: **Customer Service Officer**

Reports to: General Manager

Location: Belize City

General Purpose of Position:

The Customer Service Officer aims to offer a 'Red Carpet' service to customers, providing personalized support that meets their unique needs and expectations. This seeks not only to satisfy but to exceed customer expectations, fostering strong and lasting relationships.

The position is essential for the company's success, as it focuses not only on satisfying customers but also on building strong relationships and continuously improving the customer experience.

The occupant of the position can develop into a supervisor of the customer service department.

Key Responsibilities

- **Case Management**
 - Case Ownership: Ensure that all customer inquiries (received through all channels) are responded to within the agreed SLA and with quality, through efficient collaboration with relevant stakeholders, keeping the customer informed during the resolution process.
 - Case Prioritization: Prioritize customer requests according to the criticality of the inquiry to meet customer expectations.
 - Case Analysis and Dispatch: Analyze customer inquiries and consult experts or dispatch to the correct team for faster and quality response time.
 - Escalations: Alert and escalate recurring customer issues/pain points to the Regional Office Customer Care Manager and the related CCAM.
- **Service Level Management**
 - SLA Monitoring: Ensure that customer service levels are maintained according to the contract/tender SOP.
 - Contract/Tender Compliance: Create reports and metrics according to the contract/tender SOP.
 - Proactive Monitoring.
- **If part of the Premium Desk**
 - Act as the exclusive single point of contact for the customer and build a strong relationship with them.
 - Create customized reports to analyze Customer Service Performance and share with relevant stakeholders to improve service speed and quality.
- **Coordination**
 - Coordinate communication related to mobilizations and unit assignments between the ILS department and the customer. Manage the local process required with the port operator.
- **Manual process**
 - Complete the required processes on the port's website and the customs website so that customers can complete their procedures.
- **CJM (Customer Journey Mapping)**
 - Hold meetings with customers to identify areas for improvement and conduct CJM sessions.

Job Requirements

Education & Experience Requirements:

- Associate degree in Business Administration, Logistics, Supply Chain Management, Customer Service Management, International Trade, or a related field.
- 2- 5 years of experience in a customer-facing role within shipping, freight forwarding, port operations, or logistics.
- Knowledge of the organization, processes, and tools of the CMA CGM Group.

Technical & Soft Skills Requirements:

- Familiarity with the MS Office Suite (Word, Excel, PowerPoint).
- Must have a good working knowledge of English (reading, writing, speaking).
- Effective and assertive communication skills.
- Customer service orientation and vocation.
- Experience working in high-pressure environments and managing multiple customer requests.