

Job Description

Title – Customer Service and Pricing Executive

Location – Chennai

Job Responsibilities – The candidate is required to perform below responsibilities:

- Work with vendors to identify and eliminate logistics obstacles to ensure safe and timely shipping of products.
- Maintain good relationship with vendors and service providers to improve overall business performance.
- Negotiate sea and air freight quotes with carriers.
- Inform cost changes, shipping updates, shipment issues, supply concerns to respective stakeholders in a timely manner
- Identify opportunities for cost reduction, material flow improvement, and business development.
- Coordinate with overseas vendors to manage export/ import activities in order to meet service level expectations
- Assist in managing shipment and custom activities for export/ import services.
- Coordination with customers for shipping documents
- Liaison with warehouse, shipping and routing and overseas agents to get quotes/ rates
- Build and maintain relationship with carriers and obtain best rates
- Ready to work with flexible timings preferably early mornings
- Own working system at home (Desktop/Laptop) – Preferred

Skill Required – Candidate must possess below skillsets

- Good written and verbal communication skills
- Ability to communicate and negotiate with carriers, agents, transporters and CFS agents
- Good and updated documentation knowledge
- Prior experience of working with ERP systems – Preferred
- Well versed with MS Office applications (Word, Excel, PowerPoint)