

Job Description

Position:	Customer Service Representative	Reports to:	Customer Service Manager
Department:	Customer Service, the Netherlands	Location:	Rotterdam, the Netherlands

Background of Company

Access World is a global commodities warehousing and logistics business. As an approved warehouse keeper of the London Metal Exchange, our principal business is the provision of LME warehousing and associated services to traders, producers, financiers and consumers of base metals. In addition, we provide physical warehouse and related logistics services for commodities such as cocoa beans, rubber, cotton and other agricultural products. Access World also acts as collateral manager of ferroalloys, minor metals as well as oil and gas. Our global head office is located in Zug, Switzerland, with each region operating in semi-autonomous offices with their own corporate functions including commercial, finance and operations.

Purposes of the position

For our office in Rotterdam we are looking for an ambitious Customer Service Representative with a hands on mentality. Our Customer Service is responsible for the logistics processes with regard to our customers.

Responsibilities

- You will be a point of contact with our customers.
- Ensure that our customers receive the best logistics service with insight, experience and cooperation.
- Preparing work orders to facilitate an efficient operation.
- Managing the logistics department to arrange transport in the correct manner and in time.
- Managing the customs department regarding the services that our customers require.
- All administrative logistics handling.
- Verification of invoicing of customers' files.
- Reporting concerning realised work and our customers.
- Analysing customers in order to improve our services and profitability.
- All other administrative work for the logistics and cargo department.

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Specific requirements for the position

- Passion for logistics and the desire to be distinctive as a professional.
- MBO- 4 logistics with a minimum of 2 years' working experience.
- Good command of the Dutch and English language in word and writing.
- Excellent communication and analytical skills.
- Being able to work in a very customer-oriented way and being accurate.
- A team player and being able to deal to work under pressure.
- Proficiency with Microsoft Office.
- Being able to work easily with different systems.

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