

Customer Service Representative

Access World (100% subsidiary of Glencore PLC) is a global commodities warehousing and logistics business. Access World has its Head Office in Zug, Switzerland and operates in various regions across Europe, the Americas, Africa and Asia-Pacific, each with their own corporate functions including business development, finance, legal, and operations.

Purpose of Position:

We are a diverse and innovative company looking for people who are driven self-starters-- committed and passionate. **We have a vacancy in our Houston, TX location and are currently seeking a motivated individual with existing industry experience in logistics, customs brokerage and/or customer service! The CSR will be responsible for managing the full spectrum of LME (London Metal Exchange)/General Cargo logistics, inventory and client services in order to build and maintain additional warehousing opportunities.**

Key Responsibilities/Position Requirements

- Providing oversight for assigned client accounts to ensure customer satisfaction and retention
- Collaborate with Warehouse staff to ensure client's inbound and outbound activity is handled seamlessly
- Work closely with Commercial Sales Team to enhance service opportunities
- Collaborating with Accounting to process and manage P&L, billing and inventory
- Administration and oversight of customer inventory
- Training of administrative employees on procedures related to customer accounts
- Data management to include bill of lading, inventory control and other pertinent reports or output related to client accounts
- Process various paperwork to ensure smooth operations (FOT, rent invoices, balance rent invoices, SPE/Inbound)
- Issuing and cancellation of warrants for warehoused materials
- Ensuring regulatory compliance for LME filing and other processes
- Managing and supporting other projects as assigned

Potential candidates should possess the following attributes:

- Bachelor's Degree in related field or equivalent combination of education and experience
- Minimum of four (4) years inventory/warehouse coordination experience or possess demonstrated project management and customer service skills, with knowledge and abilities to perform above mentioned tasks
- Solid organizational, critical thinking and time management skills.
- Superior written and oral communication skills
- Proficiency with applicable software (Excel, Word, Outlook and inventory tracking systems) with the aptitude to learn and apply new software quickly
- Good knowledge of LME and/or General Cargo is desired, but not required
- Must be able to work additional hours as required to get work processed
- Ability to multitask under pressure and to meet short deadlines

Please apply by using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=6f485d9e-11ea-4501-babf-d6984c0d43bb&cclid=19000101_000001&jobid=213186&lang=en_US&source=TW