



CUSTOMER SERVICE MANAGER

Job Description

JDCSM



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Skill & Experience Requirements

- Leadership and team management experience gained from leading an exceptional customer service team.
- Supply chain management experience in importing and exporting goods.
- Sales outcome focussed and the ability to identify and contribute to value-added services.
- Strong attention to detail and problem-solving ability.
- Excellent written and verbal communication, and a demonstrated ability to develop and maintain relationships and negotiate effectively.
- Excellent knowledge of Microsoft Office applications.
- Experience using MYOB EXO or similar and demonstrated capacity leading and implementing system improvements.
- Demonstrated experience in freight and logistics and managing supply chain performance.
- Experience in FMCG and related service business

Qualifications

- Tertiary qualification preferably in logistics, supply chain or business