

Job Description: Customer Services Representative



Our Vision: Deliver innovative supply chain solutions.

Our Purpose: We are here to help you succeed.

Our Mission: Develop great people that deliver exceptional results.

We live our Core Values of **Honesty, Respect, Sharing Passion, Taking Pride and working as a team.**

Job Title: Customer Services Representative

Department: Air & Ocean

Group/Team: n/a

Reports to: Customer Services Supervisor

Responsible for: n/a

Job Objective: The Customer Services Representative is the operational point of contact for international and coastal freight customers, ensuring the end-to-end coordination and successful completion of air and ocean shipments. This role is responsible for managing each step of the shipping process, including NZ Customs and MPI clearance, to ensure orders are completed accurately, on time, and correctly costed and charged. By building strong relationships with customers and suppliers, the role actively supports the company's vision, mission, values, and objectives while promoting the company's brand, culture, and commitment to high-quality service.

Key Responsibilities:

What success looks like:

Maintain and grow **Sorted's culture** in line with company values.

- 'Can do' attitude and willingness to go the extra mile to achieve our vision.
- Demonstrate our values of honesty, respect, working as a team, taking pride, passion.
- Treat the business as your own and show that you care about what we are aiming to achieve.

Health and Safety practices are being followed at all times.

- Always promote and commit to KOMS and a high standard of conduct.
- Ensure desk and chair are ergonomically sound.
- Always wearing hi vis in the warehouse.
- Employee intervenes if visitors or employees not following safety rules, including using the walking paths.
- Stay up-to-date with safety regulations.
- Ensure no loss time occurs due to work related injuries.
- Report all risks, workplace injuries, illness and incidents within 24 hours of identification as per the HSSE Manual (located in Vault, in the I drive and on the notice board).
- Treat severe hazard risks as a matter of urgency and raise with direct report or Compliance Manager.
- Look out for other team members related to safe behaviour.

System Management and Training

- Work with International Manager to make sure you are proficient in the following systems or processes
- Cargo wise
- Front
- Bravo Trans
- ICOS

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	- Sorted Portal - Online tools – 1 STOP / Port Connect, all supplier online and tracking sites available - Works with team to make sure the data integrity of operating system is maintained to a high standard - Work with International Team Leader to review gap analysis of system and processes and detail training needs required. - Find the most efficient and productive way using technology to complete jobs. - Works closely with Customer Services, Brokerage, Warehouse, and Transport teams to ensure accurate system data, smooth handovers and timely follow-ups.
Training and Development of SOP's and New Products	- Participate in Sorted's training and coaching. - Participate in induction sessions where required for new employees. - Where required learn and review SOPs for new procedures and provide feedback where necessary so SOP remain current and best practice. - Provide operational input into new product development. - Work with Sales Team to educate them on our process, skills, experience and capability, so that they can use as tools in selling and marketing Sorted to new customers and where needed accompany them on calls.
Finance	Invoicing <u>Cash on Demand</u> - All COD invoices to be paid prior to freight release. - All additional costs to be added to notes with Customer Approval email added into Cargowise
Process and prepare domestic and import/export documentation to comply with all legal and key stake holder requirements.	- Review Documents / Shipping terms to make sure correct information provided to Customs Brokers as per MPI / NZC requirements. - Follow company procedures to produce accurate documentation within the required timeframe. - Export documents processed so 100% of shipments booked as moved. - Import documents processed so goods cleared and available on time.
International Customer Service Operational expectations	Work to or exceed the following expectations in International Division but also where needed support Coastal Operations team with workloads: <u>Front</u> - Emails acknowledged within 2 hours, and timeframe provided of anything that cannot be resolved within same day. - Prioritised by urgency shown in emails but all emails answered same day.

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International

Order Reports

- Import Order Reports: sent as per customers requirement and frequency
- Customer is notified of any tranship delays:
 - Sea freight: customer to be notified within 48hours of the delay
 - Air freight: customer to be notified within 24hours of the delay
 - If not on order report system; customer is sent shipment details with arrival times within 96 hours of departure.

Booking Requests

- Export & Import Sea Freight Bookings: made within 24 hours of customer advice and booking acknowledgement sent within 24 hours of shipping confirmation.
- Export & Import Air Bookings: made within 24 hours of receipt and booking acknowledgement sent within 4 hours of airline confirmation.
- Vessel & flight details to be confirmed to the customer 48hrs of Cargo Ready Date

Customer Response Times

Quote Requests

- Email acknowledged within 2 hours of receiving, quote sent within 24 hours of acknowledgment or time frame provided to customer.

Phone Requests

- Typically urgent, if not answerable on phone it becomes a priority to resolve.

Customer Account Management

- Acts as day-to-day operational contact for assigned customers from order receipt through to delivery.

Document Availability

Exports

- Airfreight – AWB raised and sent to client within 24 hours of departure

Sea freight – HBL raised and sent to client within 24 hours of departure. MBL to be sent to customer or agent within 24 hours of receipt

Service Issues

- Issue to be tagged in Front accordingly for reporting. If no corresponding tag exists for the issue, please raise with Team Leader.

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	Work in conjunction with Brokerage Team to ensure following standards: Customs Clearance <u>Airfreight</u> - Imports: Cleared prior to arrival or within 4 hours of receiving documents if a BACC is not required. - When BACC is required within 12 hours of receiving paperwork prior to arrival, if freight has already arrived within 4 hours of receiving documents. - Exports: Must be cleared prior to cut off at air cargo terminal. If documents are received late, export clearance must be prioritised to meet cut off. <u>Sea Freight</u> - Imports: Cleared at least 5 business days prior to arrival or within 48 hours of receiving documents. If a BACC is required, cleared at least 7 working days prior to arrival or within 48 hours of receiving documents. - Exports: Cleared 2 business days prior to cut off. If documents are received late, export clearance must be prioritised to meet cut off. Work in conjunction with Transport team to following standards: Delivery <u>Delivery of Air freight</u> - Available AM – Delivered PM - Available PM – Delivered AM <u>LCL Delivery</u> - Delivered within 24 hours of cargo becoming available <u>FCL Delivery</u> - Delivered within 48 hours of container being available at port - Transport to be notified of import free time at time of booking in cartage IT - paperless - Commercial Invoices, packing lists, bills of Lading, VGM details, packing declaration and any fumigation documents (if required) to be downloaded in CW against job. - Co-load cargo: container packing list, carter's note, arrival notice and EDOs to be saved against the job. - SLI's to be saved against job. Email correspondence – including booking requests, quotes, warehouse charge sheets and additional charges to be uploaded to the job.
Ensure International is operating at optimal performance and achieving compliance.	As required for operations: Process and prepare domestic and import / export documentation to comply with all legal and key stakeholder requirements.

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	• Maintain a culture of competence and taking ownership of customer requirements with a willingness to go the extra mile in line with our vision. • Ensure company standard operating procedures are adhered to at all times. • Ensure exceptional customer service is maintained to clients at all times. • Containers are picked up and de hired within set timeframes to avoid demurrage and detention charges. • Customers are kept informed of progress of shipments via email / phone/Order Status Updates. • Export and Import Bookings are processed as per INCO terms and all export regulations are met and shipments moved as booked. • Work with suppliers to make sure customer needs are met. • Accuracy is maintained at a high level. • Expectations are achieved with a 95% target rate and evaluated regularly.
Manage customer claims process .	• Insurance claims are investigated and processed within required timeframe before handling to manager for resolution. • Pro Forma Claim sent to relevant suppliers within 24 hours of receipt and/or before time bar takes effect. • Acknowledgement sent to customer within 24 hours of receipt of notice (no admission of liability) advising claim will be investigated with relevant party and advising customer that they should place a claim against their own Insurance. • Claim followed through with relevant parties (Overseas agent / Unpack station / Co-loader / Shipping or Airline or any other third party involved) • Customer kept updated along with direct report. • Full information given to direct report for final approval / declining of claim.
Develop and maintain strong relationships with Shipping / Airline Partners, Transport Providers, Rail and Customs / Overseas Agents .	• Liaise and follow up with shipping partners to ensure 100% of bookings run to schedule. • Prepare and provide schedules, pre-alerts and updates as required. • Manage relationship and service with Customs / Overseas Agents to ensure orders are being processed and confirmed on the same day as receipt. • Liaise with transport suppliers as issues arise. • Minimise delays and additional fees.
Take responsibility for Security of sites	• Office doors are locked when no one is working inside and alarms are set when last person leaves site. • No one is allowed on site without permission. • Gates and doors are shut.
Take responsibility for Cleanliness of our sites	• Clean as you go. • Warehouses and cafeteria are kept clean and tidy. • Remind others if their standards are slipping.

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Ensure Sorted is successfully meeting customer expectations	- Customers' expectations and requests are managed as timely and efficiently as possible. - Any other reasonable request by customers or work colleagues is completed in a timely and efficient manner.
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Key Relationships	
External	Customers Shipping and Airline Partners Suppliers – Other freight companies / Transport Providers / Ports Customs and MPI – Government Authorities Overseas Agents - Other freight companies / Transport Providers / Ports
Internal	Air and Ocean Operations Manager Air and Ocean Team Leader International and Coastal Operators Customer Services Transport Team People, Culture and Compliance Team Sales Team Warehousing Team Accounts Team Back Room - Manila

Key Skills / Attributes / Specific Competencies	
Expert Level	- Some knowledge on Customs Tariff - Professional advice to customers on Incoterms and Shipping Contracts - Full knowledge of MPI and EBACCA System - Knowledge of overseas customs processes - Be able to develop, train and communicate company procedures. - Solve problems in the system. - Full knowledge on how cargo can be routed and advise customers on pro / cons of different routes and cost saving initiatives - Strong Partner Relationship – both internal and external - Understanding of Shipping and Rail Contracts - Be able to develop, train and communicate company procedures. - Solve problems in the system.
Advanced Level	- Preparing Customs consignments accurately and in accordance with NZ Customs and MPI regulations - Full knowledge of operating system - Exceeds and maintains KPI's in all areas - Systems knowledge

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	• Lead by example in Health and Safety • Understands Job P & L
Working Knowledge and attitude	• Understanding of Shipping terms • Understand Incoterms / Industry 3 letter acronyms / terminology IE AWB • Ability to support customers in making informed decisions with regards to shipping and supply chain activities • Finance Skills • Good organisational skills • Strong communication skills • Have the ability to keep detailed and accurate records • A good eye for detail • Be able to work as part of a team • Positive attitude • Committed to safety • Willingness to learn • Demonstrate commitment to excellent customer service and proactive communication • Confidence liaising with customers, suppliers, and overseas agents • Strong time management with the ability to manage multiple shipments and priorities
Awareness	• Sorted Logistics approach to customer excellence • A good eye for detail • Be able to work as part of a team • Positive attitude • Committed to safety • Willingness to learn

Required Qualifications and Experience

Experience	• Experience within the International and/or Logistics and Supply Chain Industry desirable. • Knowledge of Incoterms preferable.
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