

Customer Service Representative

Access World USA

Company

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.

What to Expect

We are a diverse and dynamic company looking for people who are driven, committed, and passionate. Access World USA is looking for an ambitious Customer Service Representative. The Customer Service Representative is responsible for managing the full spectrum of LME/General Cargo logistics, inventory and client services in order to build and maintain additional warehousing opportunities.

Customer Service Representative at Access World USA

Responsibilities Include:

- 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

Position Requirements- Experience, Education and Skills:

- 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 directly to the email address below:
AWRecruiter@accessworld.com