

Sales Coordinator - Forwarding - CSS Group

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Company: Talent Pal

Location: Bahrain

Category: other-general

Bahrain Posted 1 month ago Active Consolidated Shipping Services Group

Key Responsibilities

The Sales Coordinator is responsible for assigned accounts and Trade Lane customer retention volume or revenue growth and customer satisfaction. The Coordinator is primarily engaged in supporting Account Managers in managing and growing assigned accounts or trade lanes by closely monitoring new volume growth opportunities and accounts in the pipeline.

Develop strong relationships with assigned clients and overseas trade lane counterparts (if applicable) through timely communication and excellent customer service.

Deliver custom solutions to client in order to simplify their logistics needs.

Serve as the first point of contact between the client and internal operations and sales teams.

Ensure escalated issues are managed through to resolution.

Identify and qualify business opportunities with small and midsize companies or assigned trade lane.

To handle at least 80 100 jobfiles / bookings per month.

Prepare and present proposals quotes and recommend services based on

customer needs.

Create and maintain operational SOPs and conduct internal audit for assigned accounts as needed.

Ensuring that you provide the best customer service to our clients to improve and retain.

To Ensure the rates are quoted within 24 hours to our client request.

Apply common sense and think out of the box to provide the best solutions to our clients.

Keep a good working inter department relationship.

Whatever discussed with our agents clients & inter department to be put in email to avoid future disputes.

To ensure BL and invoices submitted to clients as per CSS policy.

To keep records of documents submitted to clients for future easy reference and records.

We are looking for

1. Minimum 3 years experience in the relevant roles preferably from the Freight Forwarding industry.
2. Current experience in the Bahrain market is mandatory.
3. Immediately available to join.

Interested candidates please share your CVs to confidential

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