



Customer Service Specialist

Velos Trans S.A., member of FDL group, leading Company in the sector of Freight Forwarding and 3rd Party Logistics.

Our Athens office located in Aspropyrgos, is seeking to employ, a Customer Service Specialist for the international road department. The role is permanent, will operate in a growing environment and collaborate with multiple groups within organization, customers and external suppliers.

The role reports to the Line Manager based in Aspropyrgos.

The job role will handle the following tasks/areas:

- Daily contact and support to Customers
- Organize local deliveries and collections
- Issuing Documentation and Invoicing
- Follow up on Customers' Payment
- Support to Line Manager and team

Key responsibilities

- Act as the primary contact for customers in order to build strong relationships, to understand their business, their service needs and drivers, to continuously improve cooperation and process towards mutual benefit.
- Deliver a proactive customer service mindset towards track shipments, customers' notification for relevant deviations versus the transport plan, handle timely and accurately the needed documentation, issue the related invoices and support the payments' collections.
- Secure the accurate maintenance of Customers database & Freights' flows in the ERP systems (order's Booking, Manifest preparation, relevant document and invoices, uploading stakeholders' documents and information) till the reporting process.
- Act as the secondary contact for Shippers, Road carriers, International partners, Local Agencies and Service Suppliers, providing them clear instructions and collaborative support.
- Work as team member in a proactive independently, while also sharing knowledge and best practices with the team and the Line Manager.

Soft Skills

- Customer service mentality
- Team spirit
- Exceptional communication skills
- Numerical and analytical skills
- Problem solving skills and ability to find alternative solutions

Qualifications:

- Bachelor's degree or equivalent
- 1+ years in a Customer Service department with preference within Freight Forwarding or Logistics sector
- Dynamic personality
- Excellent verbal & written communication skills
- Ability to multi-task and high level of comfort working in fast paced environment
- Ability to effectively & efficiently interact cross culturally
- Excellent command of Greek and English language
- Desirable knowledge of Italian, German or other European language
- Computer literacy in standard software applications (MS Office, ERP etc)

The Company Offers:

- Competitive remuneration package
- Friendly and challenging working environment
- Career prospects within a fast-growing multinational environment

The company

Velostrans was founded in 2005, being active in the field of international transportation and became a member of FDL group in 2011. Velostrans is the ideal partner for every international transport, either import or export.

Velostrans has experienced associates that operate with responsibility and consistency, collaborate with reliable partners and shows flexibility on solving all kind of business-related problems. All above are elements that characterize the company and have contributed to the creation of longstanding relations, trust and cooperation with many of its clients.

The services offered cover road freight, sea freight and air freight. The company has a strong network of partners in France, Spain, UK, Portugal, Germany, the Netherlands, Cyprus and Italy. Velostrans is member of the FIG group with sea freight agents all over the world.

The central offices are in Aspropyrgos – position Kirillos, whereas hubs are located both in Aspropyrgos and Sindos.

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