

29-01-2015.

Notice for Placement

Job opportunity for Diploma in Export Import Management / Diploma in Marketing Management

Company Name: - **RYDER SHIPPING LINES PVT LTD**

Position: - **Customer Service Executive / Marketing Executive**

Company Website:- **www.ryderlines.com**

Work Location: - **Mumbai**

Company Background / About Company: We take this opportunity to introduce **Ryder Shipping Lines**, a leading logistics company with a goal to offer complete logistics services in multilateral trade & transport solution. Ryder Shipping Lines has been able to provide globally intergrated, door- to- door forwarding solutions tailored to its customer's individual needs.

As a logistics service Provider Company backed by a blend of unflinching professionalism and core innovative value, **Ryder Shipping Lines is known for exceptional customer service and superior quality performance.** Ryder Shipping Lines provides a diverse customer base with integrated services across the full spectrum of multi-modal logistics and transportation needs.

We offer:

- A. Ocean Freight Services**
- B. Air Freight Services**
- C. Custom Clearance & Transportation Services**

Job Profile / Responsibilities:

Job Description – Customer Service

1. To provide on a day to day basis a consistently high quality commercial distribution channel between the customer and the RYDER by distributing products and services of RYDER in order to work for the success of our customer.
2. Maintaining customers focus on all times and answering to customer's enquiries using the standard guidelines.
3. Taking ownership of complaint and queries and proactively following through to resolution.
4. Maintaining records through Efreight Suite (Software) of all transactions and interactions made with customers.

5. Ensuring that all customers' queries are well-investigated and resolved, and escalating queries if appropriate to supervisor.
6. To provide general and support services on a local level when required, in line with the functional requirements of the RYDER organization.
7. Perform various customer service activities, including upselling and handling new & existing accounts.
8. Handle client problems, answer general inquiries and complaints.
9. Maintain, grow, and build long term relationships with account portfolio via phone calls, emails, and job quality follow up.
10. Act as a liaison between clients and operations & other departments to ensure efficient service levels are delivered to the clients.
11. To check & raise invoices as per company objectives and ensure the same is delivered to the correct person within the delivery deadlines agreed.
12. Identifying and escalating consistent or recurring problems with the systems functionality.
13. Assisting management and Team Manger with any assigned special projects and providing backup to the team manager when required
14. Additional duties as assigned.

Job description in detail – Sales Executive

- Dedicated Sales performance against assigned target
- Develop the new clients and retain the existing clients
- To respond to incoming queries and ensures the resolution of service
- Prepare and attend client meetings
- To be well aware of the local market
- To have good know-how of the service providers and customers

Key Skills: Customer service- customer relationship, client relationship

Sales - - Able to provide quote to customers promptly

- Good understanding on market trend and demand
- Ability to take initiative and responsibility
- Computer literate
- Good English and Arabic communication skills

Required Qualification: Graduate / Diploma in Export Import Management / Diploma in Marketing Management

Experience: Fresher / Experience

Remuneration: Customer Service - Gross Salary 1.57 lakh to 1.65 lakh Per Annum (there will be statutory deductions like PF, PT)

Marketing / Sales - Gross Salary 1.70 lakh to 1.90 lakh Per Annum (there will be statutory deductions like PF, PT) travelling, mobile charges will be given as per company norms.

Interested Candidates can send their resume on below mention email id at the earliest:-

Contact Person: - Sneha Talreja Email id: - **accounts.mum@ryderlines.com**

Contact no: - 022-27595308

Corporate Office address:

1003, 10th Floor, Mayuresh Chamber

Plot No. 60 , Sector-11, CBD Belapur – 400614, Navi Mumbai.