

Executive – Customer Service

Responsibilities:

- Deliver high quality and consistent after sales service to customers in Hong Kong and South China region;
- Serve a one touch point to handle customer inquiries at Service Cloud;
- Quick case resolution of Customer Intent in Service Console;
- Work collaboratively with Service Support to offer solutions to meet customers' needs.

Requirements:

- Higher Diploma holder in Shipping, Logistics Management or equivalent disciplines;
- 2 to 3 years of work experience in shipping industry; fresh graduates will also be considered;
- Customer-oriented, detail-minded and self-motivated with great initiative;
- Good Interpersonal Skills and a good team player;
- Able to work under pressure and attentive to details;
- Proficient PC skills including MS Office (Excel/Word/PowerPoint);
- Good command of spoken and written English. Proficiency in Putonghua is an advantage.

When working with us you can expect:

- Stable employment in a dynamic, international organisation that is one of the leaders in the market.
- Wide benefit package including medical insurance for you and your family members, life insurance, annual leave, paid sick leave and others.
- Great work atmosphere, interactive, encouraging, friendly and supportive team and culture, and have chance to join Corporate Social Responsibility activities.
- Spacious, relaxing and comfortable office in Two Harbour Square, Kwun Tong with fantastic sea view.

If you believe your skills and competencies could be of an advantage for Ocean Network Express, please send your application letter with detailed resume and expected salary to eas.rhq.hr.job@one-line.com.