

Assistant Airfreight Manager

Job Purpose:

- Supervise operation process and KPI to ensure the service quality
- Maintain business relationship with clients by providing prompt and accurate service
- Assist the management and sales to compile reports and customer service to the clients

Responsibility:

Location: Guangzhou, Yuexiu District

Daily tasks

- KPI monitoring, make sure the team respect the KPI
- Customer service, follow up the AOG shpt
- Set up SOP to meet with client's service expectation
- Audit the internal invoicing and issue statement to Client on schedule and assist sales to chase for payment

Problem solving

- Coordinate billing process with internal departments and feedback promptly for the statement question raised by the clients
- Directly involved in any urgent cases and lead operation to solve problems.
- Analyze internal/external operational issues and report to BUM for the ideas and action plan

Staff training and motivation

- Give customized training to new staff in accordance with various traffic situations.
- Keep watching of subordinate's performance and give proper guidance.

Requirements:

- Bachelor Degree or above
- Minimum of 3 years' experience in similar positions at IFF Company.
- Mandarin and English language proficiency
- At least 5 years experiences in airfreight operation in IFF is a must. 2 years experiences in at least supervisor position.

Please send your resume to: sc-hr@ccifc.org