

Customer Service Representative

Job Description

Reports to	Customer Service Manager
Location	Shoham Israel
Position Code	CAL311
Responsibilities	<ul style="list-style-type: none"> • To act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. • Genuinely excited to help customers. • Ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction. • Manage large amounts of emails and incoming calls. • processing air cargo reservation, modifications, tracing and ability to escalate complaints across several communications channels Identify and assess customers' needs to achieve satisfaction. • Able to produce booking sheets the day before flights and priorities the load accordingly. • Update reservation according to manifest • Fill daily flight reports and log any discrepancies. • Helping agents to carry out amendments (CCA). • Build sustainable relationships and trust with customer accounts through open and interactive communication. • Provide accurate, valid and complete information by using the right methods/tools. • Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. • Keep records of customer interactions, process customer accounts and file documents. • Meet personal and entire team quota for airfreight booking and rates requests • Follow communication procedures, guidelines and policies. <ul style="list-style-type: none"> • Take the extra mile to engage customers
Job requirements	

**Experience
Skills and
Personal
Attributes**

- Minimum requirement: High School Diploma
- Minimum of 1-3 years' experience in customer support or as a client service representative with airline or a GSA
- Knowledge of airline booking system (Priority, IBS, SkyChain, Cargospot).
- Strong phone contact handling skills and active listening.
- Familiarity with ERP/ CRM systems and practices.
- Customer orientation and ability to adapt/respond to different types of characters.
- Initiative to manage the various situations that may arise.
- A warm, welcoming personality and positive, flexible attitude.
- Excellent written and verbal communication skills
- Excellent teamwork skills.
- Open-minded and willing to learn.
- Energetic with a strong work ethic.
- Ability to multi-task, prioritize, and manage time effectively.
- Fluent in English(basic) is a must.