



Job Description

Job Title: Manager – Liner Support

Reporting to : Sr. Manager Support

Division/Department: Liner Support

Location: Mumbai

Experience: 7 years (2-5 years as Manager)

Education: Post Graduation / Graduation in BA or Logistics or related field

Language: English

General Description

Job Responsibilities:-

Requirement:-

1. Proven experience in customer service management, preferably in the shipping or logistics industry.
2. Strong leadership skills with the ability to inspire and motivate teams to achieve goals.
3. Excellent communication and interpersonal skills, with proficiency in English
4. Strategic thinker with the ability to analyze data, identify trends, and develop actionable insights.
5. Knowledge of international shipping regulations, processes, and industry best practices will be an added advantage.
6. Proficiency in CRM software and other relevant tools for managing customer interactions and tracking performance metrics.
7. Flexibility to work across different time zones and ready to travel as per requirement.

Job Description:-

1. Lead, mentor, and motivate a team of customer service representatives handling inquiries from shipping lines across various countries. Provide guidance, training, and performance feedback to ensure team members meet or exceed service level standards.
2. Serve as the primary point of contact for the clients, addressing their inquiries, resolving issues, and maintaining strong relationships. Coordinate with internal departments such as Implementation Team, Development Team, Tech Team, Finance Team, and Sales Team to address customer concerns and ensure timely resolution of issues. Proactively identify opportunities to enhance customer satisfaction and loyalty through personalized service and proactive communication.
3. Develop and implement service policies, procedures, and best practices to streamline operations and improve efficiency. Monitor and analyze service metrics, such as response times, resolution rates, and satisfaction scores, to identify areas for improvement and implement corrective actions. Collaborate with cross-functional teams to optimize processes, systems, and tools to enhance the overall customer experience.
4. Oversee operations across multiple countries, ensuring consistency in service delivery and adherence to global standards.
5. Communicate regularly with senior management, providing updates on customer service performance, key issues, and strategic initiatives. Prepare and present comprehensive reports, analysis, and recommendations to support decision-making and drive continuous improvement efforts.