

Customer Support Specialist

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Company: Kingsgate Logistics

Location: india

Category: other-general

Job Description Customer Support Specialists coordinate servicing Kingsgate Logistics' clients while interfacing with Account Managers, Carrier Sales, and Track and Trace. This position is responsible for assisting our account managers in customer activities. This is a full-time position, 8 hours each day, Monday thru Friday from 8AM-5PM. The employee must maintain regular attendance, in office, at work to communicate and interact with customers and coworkers while contributing to general business operations.

Requirements Coordinates servicing Kingsgate Logistics' clients by scheduling pickups/deliveries, communications of various nature regarding status of orders. Data entry, usage of various technologies such as AI or outside customer/vendor portals for arranging shipments. Handles a high volume of calls/emails from our customer/vendors. Creates a close relationship with our customer/vendors. Help to resolve issues for customer/vendors. Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Protects organization reputation by keeping pricing, promotion, purchase order, and credit-limit information confidential. Ensures proper data entry and systems management to support to the various systems (order entry, routing & dispatching, and/or traffic coordination). Updates job knowledge by participating in educational opportunities. Other duties as assigned.

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