

### 岗位职责/Job Responsibilities:

1、接收客户委托书，联系安排客户出货事宜；

Receive customer consignment notes and arrange shipment details.

2、及时向客户反馈货物出运进展，如：配舱放行，报关报检，AMS/ENS/舱单发送，箱子上船及提单签发等动态跟踪；

Timely update customers on shipment progress, including cargo space allocation, customs clearance, AMS/ENS/manifest submission, container loading, and bill of lading issuance.

3、全航线一票到底。

Provide end-to-end service across all shipping routes.

4、与海内外各业务部门的沟通协作，及时妥善解决货运过程中的各类问题；

Communicate and collaborate with domestic and overseas business departments to promptly resolve various issues during the shipping process.

5、密切与海外、船东、同行等保持沟通；

Maintain close communication with overseas partners, shipping lines, and industry peers.

6、确认并结算操作过程中产生的相关费用，具备门到门的服务意识和能力，根据公司要求船开后7个工作日内完整提交整套操作文档。

Confirm and settle relevant fees incurred during the operation. Possess door-to-door service awareness and ability. Submit a complete set of operational documents within 7 working days after vessel departure as per company requirements.

7、处理客户投诉、索赔等特殊 case；

Handle customer complaints, claims, and other special cases.

8、完成上级交办的其他相关工作。

Complete other related tasks assigned by superiors.

### 任职要求/Job Requirements:

1、大专及以上学历，英文书写正常沟通；

College degree or above, with normal English writing and communication skills.

2、熟悉整个海运出口操作流程，具有极强的客户服务意识；

Familiar with the entire ocean freight export operation process and possess a strong customer service mindset.

3、有1-2年以上一级货代海运出口从业经验；

At least 1-2 years of experience in ocean freight export at a tier-one freight forwarder.

4、具有强烈责任心和团队合作精神，服从上级指示，能与其他部门良好沟通，愿意分享；  
Strong sense of responsibility and teamwork spirit. Obey superior instructions, communicate well with other departments, and be willing to share.

5、熟练使用办公自动化，工作效率高，有一定的抗压能力；  
Proficient in office automation, high work efficiency, and a certain level of stress tolerance.

6、工作态度积极，品行端正，细心认真，条理清楚，责任心强，善于学习新的事物。  
Positive work attitude, good character, meticulous, organized, strong sense of responsibility, and willing to learn new things.

欢迎应届生的加入~

Fresh graduates are welcome to join our team!