

Customer Success Specialist Jobs in Dubai | Aramex

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Company: Aramex

Location: dubai

Category: other-general

1- Customer Success Specialist

Job: Full Time

Location: Dubai, UAE

Job Responsibilities:

The focal point for customers' shipping requests for land, sea, and air freight. Coordinate with internal operations on all shipping requests.

Provide freight solutions to customers for land, sea, and air freight.

Develops relationships with allocated customers

Manage end to end shipment life cycle liaising with all internal and external stakeholders

Proactively informs the customer of the shipment status, and exceptions and provides intermediate updates on an incident solution

Provides spot quotations and closes contract

Takes and handles customer inquiries, e.g. Track and Trace

Job Requirements:

3-5 years experience in Freight Forwarding / Freight in general – mandatory experience

2-5 years experience in Customer Service preferably handling key business clients

Good product knowledge (land, sea, and air freight)

Working knowledge of transportation management systems (TMS)

Commercial acumen to drive sales

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