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## Customer Success Specialist Jobs in Dubai UAE 2023 | Aramex Careers

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### Customer Success Specialist Jobs in Dubai UAE 2023 | Aramex Careers

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A customer success specialist's job is to take your new customers through the launch lifecycle's key phrases to make sure they're comfortable and ready to get the most out of your product. They'll then take up account management duties to make sure a customer who starts happy stays happy.

**Job Responsibilities**Focal point for customer's 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 customer on shipment status, exceptions and provides intermediate updates on incident solution

Provides spot quotations and closes contract

**Job Requirements**3-5 years' experience in Freight Forwarding / Freight in general – mandatory experience

2-5 years' experience of 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

Ability to handle challenging situation in a composed manner#J-18808-Ljbfrr

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