

Morocco Jobs Expertini®

OFR Operations and Customer Service Specialist (In Agadir city)

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Company: DHL

Location: Morocco

Category: office-and-administrative-support

OFR Operations and Customer Service Specialist (In Agadir city)

Would you like to be part of the most international company in the world? A company operating in more than 220 countries worldwide and has been pioneering cross-border express shipping since 1969. Would you like to be part of a business that connects people across the globe and want to make a difference? Then waste no time and join our amazing team at Deutsche Post DHL (DPDHL). DHL Global Forwarding, Freight (DGFF) is the Group's air, ocean, and road freight specialist. We offer standardized transport as well as highly specialized end-to-end solutions to customers in a wide range of industries globally. DHL Global Forwarding has an opening for **OFR Operations and Customer Service Specialist (In Agadir city)** in **Morocco**. In this specific position you will have the primary duty to achieve personal target according to budget and to achieve high KPI score necessary for payout. Under supervision support field sales plans and processes to achieve revenue growth, enhance customer retention and acquisition, and increase lead conversion for a defined geographic region, product line or market segment in line with business strategy, financial objectives, Group guidelines and policies

Join us in connecting people and improving lives!

In this OFR Operations and Customer Service Specialist (In Agadir city) position

You will have to ensure that shipment adheres to customs regulation of Morocco

You will have to send BL instruction to shipping line and check if all information's in the bill of loading are correct

You will coordinate with our broker to handle customs formalities, fill all cost to our internal system, ensure that collection of containers from shipping line depot

You will be supervising transport and verifying document, coordinate daily operation and movement of goods including hazardous cargo.

You will have to prepare all document required on timely and accurate manner for shipping activities and identify appropriate transport mode in assistance with customer

You will have to deliver all document on time to customer , broker, shipping line and trucker

You will have to maintain optimal level of customer satisfaction, ensure and control file result (GP, cost, revenue)

You will have to ensure that container is unstuffing and returned to the shipping line depot

You will have to coordinate daily operation and movement of goods including hazardous cargo

You will have the responsibility and authority to approve or reject non-conforming freight, containers, check if all information's in the bill of loading are correct, Organize pick up and delivery to customer (e.g. Reefer booking)

You will have to monitors and controls outbound and inbound cold chain process (escalation point for central monitoring team)

You will have to handle operationally escalated issues by being contacted by global services centers (e.g. Monitoring Team)

You will have to provide Temperature Management Solutions Team – Central Team with information for Life Track SOP and PMR creation

Now, here's what we need from you

2-4 Years of experiences on the same position handling also Perishables, Bulk Liquids & Industrial Projects, good negotiations skills

Bachelor's Degree or equivalent experience/qualification

Fluent English

Fluent Arabic

Fluent French

Ability to work in a team environment

Ability to work within time constraints.

Ability to work under extreme pressure

Creativity and problem-solving capabilities

Familiarity with Moroccan Market rules regulations (Customs – Carriers – Public Authorities ...), best practices and performance standards

We offer:

Opportunities in a global company where you can contribute your ideas and skills to move towards our shared goals.

Possible further career development

Competitive salary

Why join DHL Global Forwarding?

We are part of Deutsche Post DHL, the world's leading logistics provider with operations in over 220 countries. Visit our career site on the web at

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