



Hamburg Süd is a strong brand in the international logistics service sector. As a container shipping company, Hamburg Süd stands for quality, outstanding customer service, and a personal point of contact in 250 offices in over 100 countries worldwide. Experienced staff ensure that customers receive individually custom-tailored logistics solutions suited to their needs. We are looking to cover the following vacancy:

Customer Service Import/Export Specialist - Barcelona

Job mission

The Customer Service Agent ensures that the cargo is transported as per the transport plan promised to the customer and/or that the customers is kept informed of relevant deviations. He/she functions in a formidable commercial alliance with Sales in building relationships with the customers and leveraging the understanding of their business drivers to continuously improve cooperation and process to the mutual benefit of the customer and Hamburg Sud shipping Line.

Key Responsibilities

- Be the primary point of contact for own **customers** and act as an advocate for the customers, internally within Hamburg Sud.
- Actively build strong relationships with customers and gain an understanding of their business, service needs, drivers and desires.
- Prepare **documentation** related to shipping operations: Summary Declaration, arrival notices, admission orders to Port Terminals and container Depots, transport orders, invoicing, shipping manifest, bill of lading, custom declarations, dangerous cargo authorizations, etc.
- Ensure smooth **execution of the end-to-end shipment lifecycle**, by working closely with the customer as well as internal stakeholders.
- Promptly respond to customer enquiry on shipment status and proactively notify customers of relevant deviations from the transport plan, including potential solutions or alternatives.
- Follow up on shipments and **resolution of incidents**, keeping customer informed on status and solutions.
- Be the owner of all customer issues and engage relevant stakeholders (internal and external) as required to facilitate timely and effective resolution.
- Understand claims policy and its impact on company assets and guide customers best possible through any potential claim situation.

Who are we looking for:

- FP Grau Superior in International Trade or Transport & Logistics (**Grado Superior en Comercio Internacional o Transporte & Logística**).
- 2-3 years of experience in Customer Service (preferably in the shipping industry).
- Experience in the maritime sector will be a plus.
- Communication skills in oral and written form in Spanish, Catalan and **English B2 or C1 levels**.
- Ability to work in a team and with proactive behavior.
- Availability and flexibility in daily work requirements.
- High attention to detail is a must.
- Passion about assisting customers.

We offer:

- An international professional environment in number one company the shipping sector.
- Continuous and professional development and growth.
- Flexible schedule: 08:30h / 09:00h – 17:00h / 18:00h, Monday to Thursday. Friday ending at 14:30 – 15:00.
- Located in Passeig de Gràcia, 87.
- Salary according to experience provided.

If you would like to apply for the position, please send us an email with your CV to the following address: BCN-GENERAL@hamburgsud.com .
Addressing email to the attention of Diego Rubio and indicating in the email Subject: **Vacant Position CSI-2021-01**

HAMBURG SÜD IBERIA, S.A.
Reg. Merc. Barcelona T.39369, Folio 29.
H. B342830. Ins. 40.
C.I.F. A-41271263

Passeig de Gràcia, 8
08008 Barcelona, España
Tel.: +34 934671899
Fax: +34 934671897
www.hamburgsud.com
www.hamburgsud-line.com