



Client Management Specialist

Job Locations US-OH

Job ID

2021-3112

of Openings

1

Category

Customer Service/Client Support

Type

Regular Full-Time

Shift

Mon-Fri 1st

Overview

The purpose of this position is to provide OCM customers with various services as specified in the service agreement or customer procedures, as well as maintaining the business relationship.

Responsibilities

- Maintain customer procedures and ensure that all the operations team in HK, NJ IT and the customers have a current and updated copy at all times.
- Create and maintain Account Profiles that outline each account's specific needs.
- Properly maintain files with any reports sent to the account(s), for management's easy access.
- Relay booking or shipping information to customers as needed.
- Ensure all requests are responded to in a timely manner.
- Provide prompt and professional follow up
- Manage day-to-day questions as well as troubleshoot when needed.
- Assure management and sales are informed of any unusual or extenuating circumstances regarding the customer problems.
- Coordinate between ocean carriers, airfreight forwarders, NVOCCs, brokers and OCM
- Act as liaison between customers and our HUB offices in Asia, and the Americas offices.
- Prepare and present statistical and performance level presentation material at quarterly business and/or annual review meetings with the client.
- Some travel required.
- 100% dedicated to account – if needed or justifiable.

CNS SPECIFIC REQUIREMENTS

- Fully supporting and backing up day-to-day operational and reporting activities of Client Manager on-site.
- CTPAT - CBP Big Lots Portal maintenance, record keeping, reporting for all vendors, factories, and service providers.
- Responsible for all vendor compliance reporting, and internal distribution of the reports.
- Responsible to develop divisional business review data and all presentations to be made to management of Big Lots.
- Support the development of improved visibility and reporting tools as directed by the Client Manager on-site, including Yusen's power BI w/ some BLS systems capabilities.
- Engage in interaction and support to Big Lots Merchants/Sourcing/Logistics/Transportation/Distribution, as directed and required.

Qualifications

- Some college plus three or more years of global logistics experience; or equivalent combination of education and experience.
- Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions at all levels of the organization, customers and the general public.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to identify and resolve problems in a timely manner; Gather and analyze information skillfully; propose alternative solutions.
- Must possess excellent customer service skills with the ability to grasp extensive knowledge while dealing with a variety of people.
- Ability to organize and manage multiple priorities.
- Microsoft Excel Proficient
- Microsoft Access Preferred
- Background in Logistics Industry with Retail Focus

The above statements are intended to describe the general nature of work being performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required.

Benefits

Yusen offers a generous Employee Benefits Package including:

- Medical, Dental, and Vision beginning the 1st of the month following start date
- 401k with a company match
- Flexible Spending Accounts, Life and Accidental Death & Dismemberment Insurance, Short & Long Term Disability, Tuition Assistance Program, Commuter Benefits, vacation, and much more.

Any and all benefits offered are subject to the eligibility requirements, terms, and provisions set forth in the respective policies and plan documents, which you may request from Human Resources.

About Yusen Logistics (Americas)

Yusen Logistics is a leading global provider of International Freight Forwarding, Contract Logistics, and Supply Chain Solutions. With over 24,000 employees across 45 countries, our extraordinary employees work towards a common goal of providing large and small companies across a variety of industries the logistics support they need to meet the demands of their customers. For more information, please visit our website at www.yusen-logistics.com.

Yusen Logistics (Americas) Inc. values each individual employee and is committed to a diverse and inclusive workforce by providing equal employment opportunities for all applicants without regard to race, religion, color, sex, national origin, citizenship status, uniform service member status, age, disability, sexual and gender orientation, genetic information, or any other protected status in accordance with all applicable federal, state and local laws.

Applicants may apply online, or email resume to:

David.Beegle@us.yusen-logistics.com