

Job Description

Job Type: Full-time

If you are a bi-lingual (English & Spanish) Customer Service Professional who knows how to provide excellent service, we are looking for you. If you are detail-oriented and have some previous experience in shipping, transportation and logistics, contact us now for an interview. Previous experience is a plus, but not a necessity.

Port to Port International is a Delaware corporation, accredited and regulated by the Federal Maritime Commission of the United States. It has offices in Delaware, Florida, Costa Rica, Guatemala, Honduras and El Salvador.

With over 20 years' experience in the shipping industry, we specialize in providing customers with the highest quality service at the most competitive prices in the market. Our emphasis on outstanding service earned us the designation of Top Exporter in the Mid-Atlantic United States from the U.S. Small Business Administration.

Duties include handling incoming and outgoing communications with our customers regarding shipments and transportation needs, coordinating and processing reports by entering data into spreadsheets and electronic databases, handling billing functions for warehouses, and managing customer orders and requests.

Other duties may include filing freight and transportation documentation and distributing and sending out office shipment documentation as needed.

The Customer Service Representative position is one of the most important positions in the company. It is the one that sets and communicates a standard of excellence for service that our company is known for and maintains. It is the heart of the company and needs to be occupied by persons who truly enjoy helping others.

Requirements

- Prior experience as Customer Service a plus.
- Effective oral and written communication.
- Must be Bilingual Spanish-English.
- Proficient organizational, interpersonal and problem solving skills.
- Proficient in use of Microsoft Office tools.
- Ability to multi-task. Exceptional attention to detail.
- Self-motivated with a strong sense of urgency, performs well under stress.
- College and/or Bachelor's degree a plus.
- Must pass background screen, drug tests.
- Reliable and dependable.

Please submit resumes to Jaqueline Morales at HR@ptpshipping.com and Anabel Panayotti at anabelp@ptpshipping.com or call 302-740-1797.