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Trading Limited

TRAFFIC/ CUSTOMER SERVICE AGENT

POSITION SUMMARY: Primarily responsibilities are processing and handling of cargo (ocean, air, express) and Cambio transactions. In addition, to provide effective customer service for all internal and external Laparkan customers by utilizing excellent, in-depth knowledge of company products and programs.

ESSENTIAL SKILLS, EDUCATION AND RESPONSIBILITIES:

- Minimum of one year customer service experience or educational equivalent.
- Strong written and verbal communication skills.
- Must be detailed oriented and organized.
- Excellent interpersonal and customer service skills.
- Strong analytical skills and computer software skills.
- Ability to prioritize and handle multiple tasks.
- Prior shipping industry experience.
- Computer product (software applications/hardware) knowledge.

POSITION RESPONSIBILITIES:

- Perform routine traffic and expediting work as required to process cargo shipments, in accordance with Company's policy
- Maintain accurate and intimate knowledge of Company's rates and policies for transporting freight and operate accordingly
- Secure and furnish information to carrier and customer representatives, maintaining good relations with customers, brokers and other persons involved in the shipping of cargo
- Rating, preparing forms and calculating weights and balances as needed. Entry of government documents through governmental agencies
- Perform routine clerical duties including typing, filing, sorting, checking, tracing, operating fax and copying machines
- Cooperate with all other Customer Service Agents in the provision of top quality service to every customer, providing assistance as needed.
- Cooperate with all other Division and Stations in accordance with Company Policy, in the provision of top quality service to every customer
- Perform cashier duties, data entry of information into LFMS as necessary.
- Perform other duties as assigned.