

Interport Global Logistics Pvt. Ltd.

Designation:- Sales Executive (For Mumbai, Delhi, Chennai, Baroda, Ahmedabad offices)

Key responsibilities:

- Will be responsible for generating sales, visiting customers and securing business.
- Should be able to negotiate better rates with the lines.
- Responsible for all sales activities.
- Preference will be given to those having knowledge of local market and shipping industry.

Designation:- Executive - Pricing (For Mumbai office)

Key responsibilities:

- Based on the inputs received from the sales team, identifying the suitable shipping lines & negotiating the best possible rates.
- Proactively maintaining & expanding the database of shipping line and NVOCCs.
- Developing & maintaining rapport with the shipping lines to ensure highest level of service in terms of pricing, quality & time-adherence.
- To support the sales team by promptly providing appropriate pricing inputs, thereby facilitating receipt of orders with the desired profitability.

Designation:- Executive/Sr. Executive - Customer Service Export (For Mumbai, Ahmedabad, Baroda offices)

Key responsibilities:

- Maintaining customer focus at all times and answering customer enquiries using the standard guidelines.
- Having knowledge of online bookings and port Operations.
- Discussing with sales team & placing the order with shipping line.
- Following-up for Hazardous approval/VGM with shipping line & booking confirmation before cargo dispatch.
- Sending load list to shipping line & sending on-board confirmation to customer.
- Sending bill of lading to customer on time.
- Tracking the container & ensuring that it reaches the port on time.
- Supporting the sales team and building both internal and external relationships across business.
- Liaison between clients and operations & other departments to ensure efficient service is delivered to the client.
- Taking ownership of complaint and queries and proactively resolving the same.
- Ensuring that all customer queries are well-investigated and resolved and escalating queries if appropriate to Manager – CS.
- Dealing with Transporters, Lines, CHA's and extreme Co-ordination with clients independently.
- Advise customers on transportation and payment methods.

- Coordinating with overseas agent for shipment status.
- Coordinating with operations dept. for dock stuffing.
- Coordinating with transporter for factory stuffing.
- Maintaining records of all transactions & interactions made with customers.
- Collating customer feedback and suggest process improvements.
- Contribute ideas towards how to continually improve customer experience.

Designation:- Executive – Accounts (For Mumbai office)

Key responsibilities:

- Should have a knowledge of day to day accounting.
- Should have knowledge of GST, TDS rates & Deduction Declaration according to services.
- Should be able to handle work independently
- Should be in the same industry.

Designation:- Executive/Sr. Executive - Customer Service LCL Desk (For Mumbai office)

Key responsibilities:

- Should have good LCL Consolidation working, FCL containerized ocean freight rates, routing, transit time, carrier etc. to various destinations. & complete Logistics Management.
- Should be well versed with LCL pricing and giving Quotations to customers.
- Should be capable of independently handling queries of customers for Post Shipments Issues, If any.
- Should have good Knowledge of handling of LCL Haz Commodities.
- Should have good communication skills since most of the time will be dealing with overseas agents.

Designation:- Executive/Sr. Executive - Documentation Export (For Mumbai and Ahmedabad offices)

Key responsibilities:

- Candidate should have knowledge of preparing HBL, MBL, Telex release.
- Should be conversant with systems of major lines and their software's (Web based and different formats).
- Should be able to solve issues with lines and overseas agents which are B/L related.
- Should have worked on visual Impex / Logi-sys.

Desired candidates profiles:-

Must be graduate.

Minimum 2-5 years of Experience.

Good communications skill.

Should be highly responsible as required in the service industry.

We are looking for the candidates ready to join immediately.

IGL Relocation

Designation:- Move Coordinator – International & Domestic Shipments (For Mumbai office)

Key responsibilities:

- Adhere to the core values of the company, follow SOP, Time lines and Hierarchy, Strict compliance with company policies is expected.
- Individually handle International & Domestic shipments according to the assignment as per standard SOP & TAT.
- Maintain proper job file for every import/export shipments as per checklist.
- Give utmost importance to customer care while handling shipments with timely update to customer through phone and email.
- Maintain good and professional relationship with overseas & domestic partners. Proactive response is prime requirement.
- Monitor customer feedback on all shipments and action on it if necessary in consultation with HOD. Our motto is to obtain 100% client satisfaction ratio.
- Do proper liaising with operation Agents, shipping line, clearing partner, transporters, other service providers and customers for timely completion of job without additional cost to company and customer
- Handle inter department communication for smooth service delivery.
- Do proper cost control in each jobs to lead the files to targeted profit.
- Timely submission of Invoices and timely follow up on outstanding payments.
- Close each job file in compliance with IGL standard TAT / check list and submit invoice to customer /overseas agent within 30 days of completion of job.
- Audit and approve each job file in compliance with standard check list.
- Should be able to attend/handle (directly) all complaints and escalations received from private/corporate clients in time bound manner. Complaint register with summary must be maintained and shared. Decisions MUST be through pre consultation and approval from HOD.
- Maintain job data base for the files handled.
- Log complaints in complaint register, involve and discuss with concerned and close the complaint as soon as possible.
- Submit weekly reports to HOD as per given schedule.
- All emails must be marked cc to HOD.
- We, as a company are open for suggestions/feedback/complaints. You can record it and submit through proper channel.
- Perform any other tasks as assigned by the management from time to time.

Designation:- Manager Pricing – International Relocation (For Mumbai office)

Key responsibilities:

- Adhere the core values of the company, follow SOP, Time lines and Hierarchy, Strict compliance with company policies is expected.
- Handle pricing of Import/Export and controlled enquiries exclusively.
- Ensure that each job is sharply priced and competitive to enable IGL to book more business.
- Get Minimum 3 quotes from overseas agents and perform negotiation before choosing an agent.
- Maintain proper job cost sheet for every quote submitted.
- Make sure that quotes are gone within TAT set.
- Prepare and send quotation to clients as per TAT based on the Survey Details received from sales team.
- Maintain good business relationship with international agents and local service providers.
- Prepare and send quotes for agent enquiries.
- Identify and target new agents, send introductory emails, OA/DA rates.
- Work on agent network expansion and follow up on quotes for better closing ratio.
- Maintain and update enquiry tracking system to identify the strike ratio.
- Follow up on all quotation through emails / phone till we have answer Yes/No.
- Submit Weekly reports for Import & Export quotes to HOD as per given schedule.
- All emails must be marked cc to HOD.
- We, as a company are open for suggestions/feedback/complaints. You can record it and submit through proper channel.
- Perform any other tasks as assigned by the management from time to time.

Designation:- Manager – Corporate Sales (For Mumbai office)

Key responsibilities:

- Booking revenues and ensuring profitability of the Relocation vertical
- Adhere to the core values of the company, follow SOP, Time lines and Hierarchy, Strict compliance with company policies is expected.
- Attend given leads in extreme professional and timely manner and schedule pre-move survey and leave best impression about company and its services to client. Number of leads vs number of bookings will be monitored. TAT for attending enquiries will also be monitored.
- Proper survey sheet has to be prepared during pre-move survey and advise pricing about address/access at origin/destination, take picture of high value, delicate and heavy items for proper costing.
- Ensure that each job secures bench mark profit (Pre booking) percentage and take pre approval from HOD for special cases. Approval from HOD must be prior to confirmation from client.
- Follow up on all quotes submitted till we have final answer 'yes' or 'no'.
- Visit packing site of all moves booked by you and stay in touch with client.
- Timely submission of Invoices and timely follow up on outstanding payments.
- Service existing clients and corporates to generate new business leads. Leads generated by 'self' will be monitored.
- Identify potential client/corporates, get introduced & get empanelled for regular business. Number of corporate visits in a month, number of empanelment and revenue generated from them will be measured.
- Achieve monthly target through the leads given to you as well as self-generated from private clients and corporates. Monthly Sales figure and Gross Profit Generated will be measured.
- Keep updated data base of all corporates contacted, met and empanelled for periodical review.
- Weekly Activity summary (with Minimum number of activities and Mandatory numbers) will be regularly monitored and this will have direct impact on performance appraisal and incentives.
- Submit daily/weekly reports to HOD as per given schedule.
- Monitor and maintain IGL quality standards, process etc. related to sales.
- We, as a company are open for suggestions/feedback/complaints. You can record it and submit through proper channel.
- Perform any other tasks as assigned by the management from time to time.

Desired candidates profiles:-

- Minimum 2-5 years of experience in relocation industry or anyone from the freight forwarding interested to work in a relocation dept.
- Must be graduate.

