



Position Title: **Customer Service and Operations Specialist**

Location: **Milan, Italy**

Employment type: **Full-time**

Starting date: **ASAP**

International freight forwarding company Logistics Solutions with headquarters in Tbilisi, Georgia and offices in different countries worldwide is hiring for the position of Customer Service and Operations Specialist for our Milan office for handling mainly complex, project and out-of-gauge RFQs/shipments. The main duty is providing competitive quotes/proposals based on incoming requests and the operational fulfillment of confirmed orders.

**Responsibilities:**

- Processing of incoming RFQs for any type of shipments (mainly out-of-gauge and project) irrespective of transport mode (Road, Sea, Air, Rail, Multimodal - import/export/transit)
- Active involvement in the sales process in order to achieve sales targets of the department
- Negotiating with existing suppliers and approved vendors of the company for best terms and conditions
- In case of need, finding and proposing new vendor/supplier as per company procedure
- Working out the most cost-effective, safe, and timely delivery scheme for customers' goods and proposing the same to customers
- Negotiating with the vendors/suppliers to achieve the best cost for procured services
- Preparing quotes and proposals based on customers' requests and submitting them to the sales department or directly to customers
- Constant follow-up of submitted quotes/proposals and chasing the customers to convert proposals into orders
- Cross-selling of other company services to the customers
- Managing clients/orders in the portfolio and constant care for portfolio growth (number of active clients/number of orders/profitability of orders).
- Operational processing of confirmed orders
- Order fulfillment at the operational stage and coordinating shipments' flow by different means of transport (air, road, sea, rail) incl. but not limited to operations in ports and terminals, until handover to the consignee and closing the file
- Constant control of shipments' statuses, timely delivery of information and status to the client;
- Revealing the obstacles in the operational part of the order and taking appropriate measures to correct them
- Other related tasks assigned by the department manager



**Requirements and skills:**

- Bachelor's degree in business, logistics or a related field.
- Experience in the logistics and transportation field in a similar position is a must.
- Interpersonal skills for building and developing relationships with clients/vendors/suppliers
- Deep knowledge of logistics business
- Excellent operational knowledge of cargo transportation by all means of transport (air, sea, road, rail) including out-of-gauge shipments
- Knowledge of Incoterms and general customs regulations
- Strong communication skills and IT fluency.
- Ability to manage complex inquiries and multitask.
- Excellent organizational skills.
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty.
- Negotiation and decision-making skills
- Proficient in Word, Excel, and Outlook.
- Advanced in Italian and English, both written and spoken.

**Remuneration package:**

- Competitive salary
- Corporate mobile phone
- Medical Insurance

If you think that you have enough experience and suitable qualifications, please send us your resume with a cover letter and references to: [career@ls-int.com](mailto:career@ls-int.com)

Please, don't forget to indicate the position/job location in the subject line of the email message, otherwise, your application will not be considered.