



Job Description

Job Title: Executive – Liner Support

Reporting to : Team Leader

Division/Department: Support

Location: Mumbai

Experience: Min 6 months

Education: Graduate

Language: English / Hindi

General Description

Job Responsibilities:-

1. Handles the customer requests and complaints.
2. Provide appropriate solutions and alternatives within the time limits.
3. Follow up to ensure resolution.
4. Follow communication procedures, guidelines and policies.
5. Provide L1 (Issue resolution with the basic knowledge and skill) support to resolve issue.

Skills required :-

1. Good communication skills
2. Good written and verbal skills
3. Knowledge of Microsoft Office
4. Knowledge of shipping industry would be an added advantage