



Expeditors

Position Title: Risk Management – European Account Specialist

Scope of Position:

To handle all facets of administration and servicing of Expeditors' claims, management of accounts and related projects associated with risk management. Candidate must be accessible, flexible, responsive, and pro-active to all stakeholders. This will include support of branches, the Risk Management department, corporate and sales personnel, and customers.

Major Duties and Responsibilities:

Demonstrate the ability to accurately and professionally perform all job tasks including:

1. Build strong working relationships with clients to ensure 100% customer satisfaction, 100% retention of business, and identify areas to grow the business.
2. Able to present and communicate effectively with clients and service providers both over the phone and in person.
3. Travel when necessary to support account needs in areas such as training on our claims tools and Quality Business Review presentations.
4. Demonstrate a strong ability to take ownership of the account while working cohesively with the CHQ account manager and team.
5. Demonstrate the ability to investigate and resolve cargo claims quickly and accurately, while working with service providers and customers, as measured by exceptional problem solving, negotiation skills, and department metrics.
6. Superior customer service skills are a must.
7. Ability to work with minimal supervision while making solid business decisions, and to explain the rationale if questioned.
8. Must be very detail oriented and maintain complete and accurate files.
9. Ability to understand, manage, prioritize, and even re-prioritize with a sense of urgency to ensure deadlines are met and work is kept current.
10. Must be active and instrumental in creating a positive work environment.
11. Superior attendance practices.
12. Participation in team meetings to support the goals, initiatives of the Account.
13. Demonstrate an understanding of when to involve Department Manager and Account Manager, and a willingness to do so.
14. Exhibit a curious nature in review of all business operations. Communicate clearly the basis for concerns and issues with written approach to resolution in an outline to supervisor.
15. 100% compliance with all CHQ policies and procedures and embodiment of Expeditors' culture points.
16. Continuous and active participation in Road Map.

Experience and Education:

- Insurance Specialist designation, within one year
- Facilitation Certification, within one year
- Presentation Course required within one year
- Other available management classes offered are required within one year

Minimum two year previous cargo claims experience preferred, or demonstrated equivalent experience. Experience in the logistics industry is an asset, but not required.

Language Requirement:

Demonstrate proficiency in English and Dutch. Additional languages would be beneficial.

CV must be in English language.