

JOB DESCRIPTION:

SENIOR PROJECT MANAGER – CUSTOMER SERVICE/SALES

- Developing a culture of efficiency, sound customer-support, and quick problem resolution to establish a unique brand of shipping logistics in our chosen markets.
- Identify areas of integration that can better define the inter-relationships that exist amongst the four companies.
- Work with the Integrated Systems Group, which is part of Coastal Systems Group, to develop a client resource management system that fully responds to the needs of the business and its clientele.
- Maintain a healthy relationship with the company's clients. You may make the first contact, provide quotes, provide follow up and monitor the progress of deliveries to the terminal and the foreign port of call. All these must always be performed in a professional and cordial manner.
- Identify new business opportunities, customers, markets and potential products.
- Identify the current sales and marketing strategies of our shipping competition. Gather market intelligence.
- Understand the company's tariff structure and be able to recommend seasonal changes to that structure to suit the market needs and respond to the strategies of the competition.
- Tracking sales performance through monthly reports
- Make financial predictions for monthly port performance
- Communicate changes in company policy to client-base
- Manage port agents; ensure that they are performing within the limits of their agreements with the company.
- The company is looking to you to build an effective project management support team. This team will provide total oversight of all clients. Travel is required to the ports of call to meet with clients and to ensure that the company keeps providing a high level of service.
- Any other duties as specified by your supervisor.