



ERS Railways is a leading and fully independent private railway company, 100% owned by the HUPAC Group. Throughout its own operations or based on strategic partnerships ERS provides intermodal rail services in several European countries. As a young and dynamic company, we rely on lean and efficient structures.

Our headquarter with its sales and operations management is located in Hamburg. Moreover, we have operational and sales offices in other regions of Germany and the Netherlands.

For our office in Rotterdam we are currently looking for a

## **Client Coordinator**

### **Your responsibilities:**

- Jointly with the team and teamleader strive to provide the best Customer Service in class – by delivering maximum customer focus
- Accept and monitor customer bookings in line with ERS network and customer requirements
- Ensure accurate and timely input of booking details in core business system, eBIS
- Constantly strive to achieve maximum utilization levels of ERS Railways trains for the existing customer base
- Focus on continuous improvement of working processes – suggest items for improvement and actively participate in change and implementation processes, ensure colleagues are informed and supported during these processes
- Maintains and enhances close as well as pleasant working relationships with customers, agents, terminals and other railway companies
- Continuously provide pro-active communication with suppliers as well as customers' booking- and customer service departments – this includes the reporting on transport movements, container status and providing of service updates whenever required
- Coordinates efficient flow of transport documents – together with operations when it comes to train related documents
- Ensure business with suppliers is executed as per contract – in case deviations from contract are required ensure this is approved and communicated within the organization.
- Checking and approving of invoices within the agreed timeframe
- Timely follow up on closing of open orders
- Maintain good communication with the internal customers and suppliers – especially closely cooperate with the sales department to ensure we deliver what we promise to our customers
- If required assist internal and/or external customers or suppliers outside office hours – for this a company mobile phone will be provided
- Pro-actively require detailed up-to-date knowledge of ERS Railways rail products and customers' main activities

**Your profile:**

- Commercial/ Logistic education on MBO level
- Experienced with logistic procedures and logistic sector
- Familiar with MS Office and standard IT systems
- Fluent knowledge of Dutch and English, German is a plus
- Excellent commercial skills
- Excellent communication skills
- Customer oriented
- Eagerness to take ownership
- Result oriented
- Able to take decisions in the most cost effective and efficient way
- Able to perform under stress
- Able to set priorities
- Respond quickly to changing conditions
- Thinking in solutions rather than problems

**Interested?**

If you're interested in applying, please send your CV with motivation letter and salary requirements to:

**ERS Railways B.V.**

Niederlassung Hamburg

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<http://www.ersrail.com>