



Role: M&R and Customer Service, VS&B Containers

Location: Colombo

Level: Sr. Executive/ Associate Manager (based on Experience)

Container fleet maintenance will play a critical role in overseeing container survey and repair activities within the organization. This position requires a deep understanding of container surveying protocols, excellent communication skills, and proficiency in computer applications for data entry and reporting.

Job Description:

- **M&R Operations:** Review and approve container repair estimates, monitor depot SOP compliance, ensure repair quality.
- **Documentation & Reporting:** Maintain repair records, update systems and generate internal reports for process improvement.
- **Cost & Compliance Monitoring:** Check estimates against tariffs, track repair costs, and support budget adherence and analysis.
- **Coordination:** Liaise with depots, surveyors, internal teams to align container readiness with sales demand and customer needs.
- **Customer Service & Operations:** Support the NVOCC operations team.
- **Technical Skills:** Build knowledge of container types, IICL/ISO repair standards, and participate in training for continuous skill enhancement.

Essential Skills:

- ✓ Team player
- ✓ Excellent organising and planning skills
- ✓ Ability to understand priorities and work towards deadlines
- ✓ Problem solving attitude
- ✓ Comfortable with MS Office
- ✓ Intermediate to advance Excel skills
- ✓ Ability to multi-task
- ✓ Proficient in English, Hindi

If you are interested in this role and meet the required criteria, please email your CV to jobs@vsnb.com.

Visit www.vsnb.com for more information.

Prior Experience:

- **Education:** Graduate with IICL 6 & CW survey & repair knowledge.
- **Customer Service Experience:** 4-5 years of prior experience in a customer service role, in the container shipping industry.

