



**Role:** Customer Service and Operations, VS&B Containers

**Location:** New Delhi/ Noida

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

We are seeking a dedicated and enthusiastic Customer Service and Operations Executive to join our team, specializing in assisting clients with their container demands. The ideal candidate should have excellent communication skills, a strong customer service orientation, and the ability to manage client inquiries and concerns effectively.

**Job Description:**

- **Client Interaction:** Serve as the primary point of contact for clients in addressing their inquiries promptly and professionally via phone, email.
- **Lease Processing:** Facilitate the leasing process, preparing agreements, managing documentation, coordinating delivery and pickup schedules.
- **Product Knowledge:** Develop a deep understanding of our services to provide accurate information to clients.
- **Cross-functional Collaboration:** with sales, operations, and finance teams.
- **Administrative Tasks:** related to customer accounts such as updating records, payment follow ups and processing and generating reports as needed.

**Essential Skills:**

- ✓ Team player
- ✓ Excellent organising and planning skills
- ✓ Ability to understand priorities and work towards deadlines
- ✓ Problem solving attitude
- ✓ Process oriented
- ✓ Ability to work proactively
- ✓ Comfortable with MS Office
- ✓ 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](mailto:jobs@vsnb.com).*

*Visit [www.vsnb.com](http://www.vsnb.com) for more information.*

**Prior Experience:**

- **Education:** Bachelor's degree (minimum)
- **Customer Service Experience:** 4-5 years of prior experience in a customer service role, preferably within the container shipping and logistic industry.

