



CUSTOMER SERVICE SPECIALIST

 **Based at Tanger Med 2**

 **Admin time**

 **Transport Provided**

CUST-11/25

 **Key Responsibilities:**

- Handle customer requests and complaints, ensuring timely and effective solutions.
- Coordinate with operations to guarantee proper execution of customer instructions.
- Establish, monitor, and analyze customer service KPIs; propose corrective and preventive actions to optimize the customer experience.
- Maintain clear and proactive communication with clients.
- Prepare and share Terminal Departure Reports (TDRs) accurately and on time.
- Identify process improvements and support internal efficiency projects.
- Analyze trends to anticipate customer needs and propose tailored solutions.
- Prepare quotations for particular or exceptional operations as requested by customers.
- Ensure that all services are delivered to customers on time, with the expected quality, and invoiced in line with agreed terms.
- Report any service abnormalities or non-compliance with the terminal Modus Operandi internally to the concerned departments and externally to customers

 **Profile & Skills:**

- Master degree in logistics, maritime transport, or a related field.
- Previous experience in terminal operations, customer service, or shipping industry preferred.
- Strong communication and coordination skills.
- Analytical mindset and problem-solving orientation.
- Fluent in English and French (both written and spoken).

🌟 Want to play a role in one of the region's most dynamic terminals?
Send your application today!

✉ Submit your CV to recrutement@tangeralliance.com

📌 Mention "CUST-11/25" in the subject line

Together, let's shape the future of port logistics safely and sustainably 

