

CAREER AT MSC (MAURITIUS) LTD

MSC is a world leader in container shipping. The company is a privately-owned global organisation operating a network of over 524 offices in 155 countries, employing a team of over 200,000 dedicated individuals.

MSC (Mauritius) Ltd is looking for a dynamic and dedicated individual to join our team for immediate employment as:

BOOKING & CUSTOMER SERVICE OFFICER

KEY RESPONSIBILITIES

- Handle cargo documentation, bookings and Shipping instructions as per set standard/requirements
- Monitor, update database on vessel arrivals, departures and cut offs
- Preparation, verification, submission, and delivery of Shipping documentation and invoices as per set deadlines
- Assume documentary and customer service responsibility for all assigned shipments
- Provide timely and accurate response to customer inquiries regarding transportation milestones and shipment details
- Monitor, Cross Sell and assist customers to make use of digital solutions
- In general, actively seek out and act on continuous improvement opportunities both in relation to customers and internal / external stakeholders
- To meet set KPIs and achieve agreed internal targets

PROFILE AND QUALIFICATIONS

- Higher School Certificate or Baccalaureat
- Diploma or Degree from a recognized university would be an advantage
- Computer literate
- Experience in Shipping or Logistics Industry is an advantage
- Excellent communication and People skills
- Strong customer focus
- A team player

PREREQUISITE FOR THE JOB

- Excellent written and verbal communication, both in English and French
- Be able to work outside normal working hours on weekdays and on Saturdays
- Multitasking ability and competent
- Conversant with Information technology and digitalisation

Should you be interested, please send your application letter with a detailed C.V, evidence of qualifications and experience by the 5th July 2025 addressed to the: Admin & HR Manager, MSC House, Old Quay D Road, Port Louis or by mail: mus-careers@msc.com.