

## JOB SNAPSHOT

Title	Nacora Shared Service Center Specialist	Business Unit:	Nacora
KN Code	YN-SC-C	Department:	Nacora
Reports to.	As per org chart	Direct Reports:	As per org chart

You will be part of our **Nacora** team, adding your **expertise + skills** to the delivery of **customer + operational excellence**.

### WHAT WILL YOU BE DOING ON A DAILY BASIS?

Your primary objective will be to collect claim documentation for marine cargo + liability claims, ensuring proper documentation for all claim files by working with internal key stakeholders + adhering to the respective standard operating procedures (SOP).

You will do this by working with a variety of internal stakeholders while focusing on the following key objectives:

- To build a marine cargo + marine liability claim file in accordance with the SOP.
- To maintain + update internal (SAllog/Ciel/Others) or nacora systems on relevant claim documents.
- To ensure key information + digital claim documents are up to date on internal system (i.e. KN/Nacora) for proper transfer of data to the respective Nacora/Risk + claims service station.
- To manage + deliver service performance as per the client service level agreements.
- To conduct regular evaluation of existing processes + continuous improvement opportunities to drive efficiency.

### WHAT WILL IT BE LIKE TO WORK IN THE NACORA TEAM?

We want to be the best company to work for + with. You will support our drive for customer **excellence**.

Your focus on **proactive** monitoring + **administration** of claims will create a seamless + positive customer experience.

On a regular basis, **consult** with key stakeholders to review progress, ensuring a focus on continuous improvement + high customer satisfaction rates.

Finally focus on **evolving** your internal customer relationships, forming deeper relationships to enable a high level of confidence.

### WHAT DOES IT TAKE TO BE SUCCESSFUL?

Your **attention** to detail + knowledge of claims procedure, along with your teamwork + **communication** skills will be the key to your success.

You have been selected for this role for your **knowledge** across our operations, products + services; because you possess the **key attributes** we are looking for.

Customer Focus  
**Communicates effectively**  
**Collaborates**  
**Optimizes work processes**  
 Values differences  
 Ensures Accountability  
**Self-Development**  
 Interpersonal savvy

Version	1	Date of Issue:	01.05.2023
Signature (if required)		Date of Signing:	

## Career Opportunity with Kuehne + Nagel Pvt Ltd.

### About Us:

Kuehne Nagel was founded in 1890 has grown into one of the world's leading logistics providers. Today, the Kuehne + Nagel Group has more than 1300 offices in over 100 countries, with over 85,000 employees. Our key business activities and market position are built on the company's truly world class capabilities. Kuehne + Nagel is financially strong, stable and independent. Our global logistics network, cutting-edge IT systems, in-house expertise and excellent customer service is proof of our dedication to be the market leader. These attributes have placed us at the forefront of our industry, and positioned us to continue increasing the scope of our customer solutions and services.

We provide logistics services to virtually all key industry sectors including Aerospace, Automotive, FMCG, High Tech, Industrials, Pharmacy etc.

For further details you can visit our website <https://in.kuehne-nagel.com/>

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### What we are looking for:

We are looking for Fresher with proficiency in **French Language from Level B2 to C2 preferably at C1 level**. The interested candidate can share there updated resume with the undersigned, we shall get in touch with them.

This is a full time job, 5 days working (Mon- Fri).

### Location:

Chandivali, Boomerang Building

### Nearest station:

Sakinaka Metro station

### If Interested:

Please share your updated resume on [neha.bhonsle@kuehne-nagel.com](mailto:neha.bhonsle@kuehne-nagel.com)