



Part of the CMA CGM Group, CEVA Logistics is a global leader in transportation and logistics, providing global supply chain solutions to connect people, products and suppliers around the world.

At CEVA, we believe that logistics is a people business, which is why we create an environment of trust and team spirit - we encourage initiative, and we empower our talents to evolve in their career.

We are supply chain experts, we live and breathe it every day. We offer a wide range of services in the fields of contract logistics, air freight, ocean freight, land freight and finished vehicle logistics thanks to our 110,000 employees, present in more than 170 countries.

At CEVA, we are passionate about our work and the value we bring to our customers. As a company, we are growing at a rapid pace - do you dare to grow with us?

CEVA Global Services Center Portugal is currently recruiting:

FVL Claims Administrative (M/F)

Lisboa, Miraflores
Hybrid work

YOUR ROLE

Reporting directly to the Activity Operations Manager, your mission is to ensure the treatment and management of minor and serious damage caused during the transport of new or used vehicles.

WHAT ARE YOU GOING TO DO?

- Ensure reception of telephone calls and emails;
- Receive, analyze, process customer/supplier claims;
- Identify responsibilities and launch requests for expertise if applicable;
- Alert and monitor claims on a daily basis with the declarants and, where applicable, with the car manufacturer;
- Manage the transport of damaged vehicles transferred to a new client, if applicable;
- Analyze, control and validate disputed purchase invoices;
- Initiate and follow, if necessary, litigation procedures until the file is closed;
- Identify and report events or malfunctions that need to be reported to management;
- Establish an activity report that summarizes key elements;
- Draw up continuous improvement processes;
- Record operations and update data in the tracking file;

- Carry out administrative follow-up until payment of the invoice by the responsible carrier;
- Participate in monitoring indicators (KPI) and/or statistics

WHAT ARE WE LOOKING FOR?

- Languages: French mandatory (C1) and English (B2);
- High school Diploma;
- Experience in claims management/insurances/After sales/customer service, would be a plus;
- Invoicing knowledge would be a plus;
- Good knowledge of Microsoft Office, with Excel in particular

WE ARE SEEKING PEOPLE WHO:

- Have attention to detail and accuracy;
- Have good verbal and written communication skills;
- Enjoy problem solving and working with others and can work independently but collaborative with others to accomplish a common goal;
- Are autonomous and rigorous;
- Have ability to manage deadlines and priorities;
- Have ability for negotiation/argumentation;
- Have ability for arbitration and persuasion;
- Have stress resistance capacity;
- Have customer relationship skills experience