



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?

Join Our Team at CEVA Global Services Center Portugal!

Are you passionate about delivering exceptional customer service and have a keen eye for detail? CEVA Global Services Center Portugal is looking for a new team member to join our team as an FVL Claims Administrative (M/F) in Lisboa, Miraflres. This is a hybrid work opportunity, offering a remote and on-site work.

Position: FVL Claims Administrative (M/F)

Location: Lisboa, Miraflres

Work Mode: Hybrid

YOUR ROLE

As an FVL Claims Administrative, you will report directly to the Claims Activity Manager. Your mission will be to manage and handle claims related to minor and serious damages caused during the transport of new or used vehicles. You will play a crucial role in ensuring customer satisfaction and maintaining operational efficiency.

What You'll Do:

- Handle incoming calls and emails with professionalism and efficiency.
- Receive, analyze, and process claims from customers and suppliers.
- Identify responsibilities and initiate requests for expertise when necessary.
- Monitor and manage claims daily, coordinating with declarants and car manufacturers.
- Oversee the transport of damaged vehicles to new clients if required.
- Analyze, control, and validate disputed purchase invoices.

- Initiate and follow through on litigation procedures until resolution.
- Report significant events or malfunctions to management.
- Prepare activity reports summarizing key elements.
- Develop and implement continuous improvement processes.
- Record operations and update data in tracking files.
- Ensure administrative follow-up until invoice payment by the responsible carrier.
- Participate in monitoring key performance indicators (KPIs) and statistics.

What We're Looking For:

- **Languages:** Proficiency in French (C1) and English (B2) is mandatory.
- **Education:** High school diploma.
- **Experience:** Experience in claims management, insurance, after-sales, or customer service is a plus.
- **Skills:** Knowledge of invoicing and proficiency in Microsoft Office, particularly Excel.

Ideal Candidates Will:

- Demonstrate attention to detail and accuracy.
- Possess excellent verbal and written communication skills.
- Enjoy problem-solving and collaborating with others.
- Work independently while contributing to team goals.
- Be autonomous, rigorous, and capable of managing deadlines and priorities.
- Have strong negotiation and argumentation skills.
- Be adept at arbitration and persuasion.
- Handle stress effectively.
- Have experience in customer relationship management.

Why Join Us?

At CEVA Global Services Center Portugal, we value our employees and offer a dynamic and supportive work environment. You'll have the opportunity to grow and develop your skills while contributing to a global leader in logistics and supply chain solutions.

If you are ready to take on this exciting challenge and meet the qualifications, we would love to hear from you!

Apply now and become a vital part of our team!

CEVA Global Services Center Portugal

Lisboa, Miraflora