



PR/157950 | Senior Customer Service Executive

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1505209

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 11:33

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A global integrated logistics service provider is seeking a Senior Customer Service Executive for their new office in Penang. This incumbent will be leading the customer service team in providing seamless and customer focused solutions to support the achievement of business objectives.

Job Responsibilities

- Full set of import/export shipping documents based on LC, Certificate of origin, Custom/Insurance declaration
- Process customer's orders/enquiries timely and accurately
- Handling of Cargo documentation (LCL & FCL) and Shipping documentation (import/ export/ BL/ documentation)
- Ensure compliance with customer's Standard Operating Procedure
- Ensure all event data are updated correctly in system

- Manage the team handling the day-to-day operations
- Process mapping and implementing process improvements

Job Requirements

- Min. Diploma in Logistics, Business or related discipline
- Able to work under pressure in a fast changing and demanding environment
- Experience in freight forwarding/ logistic company

Company Description