



## PR/158258 | Customer Service Executive (Logistic)

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1505511

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

November 19th, 2024 11:38

### 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

**JOB RESPONSIBILITIES**

- Ensure timely quotations are sent to customers and bookings are confirmed promptly.
- Support operations and sales in executing service delivery.
- Manage carrier/vendor relations, including securing spot rates, equipment, space protections, priority haulage, and ensuring customs brokers provide agreed service levels.
- Monitor and resolve issues/queries from the operations team and respond to customer inquiries promptly.
- Ensure data integrity within systems.
- Responsible for cross-selling/up-selling, customer retention, and following up on outstanding freight.
- Monitor, record, and report on service performance, providing recommendations for improvements, whether in service delivery successes or failures.

- Collaborate with the sales team to establish and strengthen customer relationships.
- Ensure service excellence and develop a best-in-class platform for customers/clients.

#### **JOB REQUIREMENTS**

- Required language(s) : English and Malay.
- Possess good communication skill in verbal & written in English.
- Able to work independently and under pressure with minimum supervision.
- Education/Experience: SPM or Diploma in any relevant field
- Strong PC knowledge, Microsoft Windows, Word, Excel and Outlook required.

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Company Description