



PR/158261 | Customer Service Manager (Logistic Industry)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1506631

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

November 26th, 2024 11:08

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

Company Information

A company based in Cheras is currently looking for a Customer Service Manager role to handle Malaysia market.

Key Responsibilities:

- Ensure timely quotation is sent to the Customer and ensure booking is confirmed & sent timely.
- Support the operations & Sales in the execution of the service delivery.
- Carrier/vendors relations e.g. secure spot rates, equipment, space protections, priority haulage, customs broker provide us the service level agreed upon.

- Monitor timely issue/query resolution from the operation team & timely response to customer enquiries.
- Monitor data integrity of systems.
- Responsible for cross sell/up sell, customer retention and follow up on Freight Outstanding.
- Monitor, record and report the performance of our services with suitable recommendations to improve be it is a Service delivery wins or Service failures.
- Work with the sales team to establish and strengthen customer relationships.
- Ensure service excellence and develop best-in-class platform for the customer/client.

Key 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 above.
- Strong PC knowledge, Microsoft Windows, Word, Excel and Outlook required.

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Company Description