



PR/158252 | Customer Service (Logistic/Freight Forwarding)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1509108

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

December 11th, 2024 15:31

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

The Company

MNC International Freight Forwarding company is currently expanding and looking for Customer Service Executive to be based in Klang Selangor.

if you have the following experience, please do hesitate to apply directly to JAC Recruitment Malaysia.

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

Requirements

- Education/Experience: Diploma, Degree or equivalent
- At least 2 years of relevant experience in shipping / logistics industry preferably from freight forwarder environment. Demonstrate customer service focus.
- Strong PC knowledge, Microsoft Windows, Word, Excel and Outlook required.
- Proactive, self-starter, self-management, organized, hardworking, result and customer oriented.
- Excellent interpersonal and communication skills at all levels.
- Required language(s) : English and Malay.
- Possess good communication skill in verbal & written in English.
- Committed, trustworthy, reliable, discipline, dedicative, able to adapt and work in challenging business environment.
- Able to work independently and under pressure with minimum supervision.
- Prior experience in MNC (Shipping/NVOCC) will be an added advantage.
- Posses own transport.
- Applicants should be Malaysian

Should you have what it takes, please feel free to send your application directly to the link or e-mail directly to purnamawati.shariffudin@jac-recruitment.com . #LI-JACYMY #Logistic #Supply Chain #Customer Service

Company Description