



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

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1512369

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

December 24th, 2024 10:35

### 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](mailto:purnamawati.shariffudin@jac-recruitment.com) . #LI-JACYMY #Logistic #Supply Chain #Customer Service

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## Company Description