



## PR/158310 | Operation Manager (Freight Forwarding)

### Job Information

**Recruiter**
[JAC Recruitment Malaysia](#)
**Job ID**

1512400

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

January 22nd, 2025 11:01

### 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

Our client is the leading company in the industry **freight forwarding** services sector, they are currently hiring for **Operation Manager**. This role you will need to oversee import and export shipments by SEA, AIR, LAND and involves managing the shipping lines, freight forwarders, customs brokers and haulier to ensure timely deliveries and smooth operations.

**Job responsibility:**

- Experience in coordinate with shipping line, freight forwarder, custom broker and haulier in import & export shipments arrangements and deliveries.
- To manage the overall FCL/ LCL / Conventional import & export shipments by sea, land and air
- Handle customers' enquiries and resolve problem issue and complaints

- Coordinate with customers and overseas agents to ensure shipment is monitor closely on the shipment status and keep update on-time.
- Prepare quotation to customers/agents in time basis with sufficient details and follow up
- To ensure all documentations and billing are checked, compiled and stored
- To key in the cost and sales in system in timely manners
- Good leadership to lead, work closely and train team to achieve overall customer satisfaction
- Build and maintain excellent relationships with clients.
- Attend & assists indoor meetings with customer if any
- Prepare report with sales and volume data
- To perform any other additional tasks assigned by superior and management

**Job Requirement:**

- Understand Sea & Air freight FCL & LCL arrangement, documentations (SI to carriers, & Shipping Pre-Alerts), customs clearance and transportation.
- Good knowledge and familiar in Incoterms import / export / custom related matters
- At least 5 years working experience in freight forwarding / shipping experience
- Experience in managerial or supervisory role
- Experience in handling haulers and dealing with shipping liners.
- Able to multi-task, hands-on and prioritize jobs
- Excellent interpersonal, verbal, and written communication skills
- Able to work independently, team player, able to multi-task, self - motivated, work independently, work under pressure and make quick decision to solve problem issue.
- Fluent in English and Bahasa Malaysia
- Candidate must possess at least a Graduate/ Professional Certificate.

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Company Description