



## PR/158222 | Customer Service Executive

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1512540

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

January 22nd, 2025 14:00

### 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 Italian MNC Company operating International Freight forwarding company.

Location: Johor Bahru town.

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 with 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.

Interested applicants are welcome to send in resume directly to [faez.kamal@jac-recruitment.com](mailto:faez.kamal@jac-recruitment.com) or contact 07-2781122

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## Company Description