



## PR/158562 | Customer Service Executive

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1521568

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

March 25th, 2025 03:00

### 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 well established Belgium MNC Company in value-added logistics and high-tech services.

Location: Medini

**Job Description:**

- Strong in operations and customer service related industry
- Handling day-to-day operations independently
- Data creation and entries
- Prepare transport documentations bookings with shipping line and B/L documentations
- Generating, submission and booking bagging orders for manipulation

- Manage customer and vendor complaints
- Daily interactions with customers and vendors on shipment status
- Oversee and manage the invoicing process, ensuring accuracy and timeliness in billing.
- Coordinate with finance and other relevant departments to streamline invoicing activities.

**Job requirements**

- GCE 'O' level and/or Diploma in relevant discipline
- Min. 3 years of relevant experience in Third-party logistics (3PL) / Freight Forwarding / Logistics industry
- Proven knowledge of ocean freight shipment documentation & processes (MSDS, DGD, B/L) and legislation (DOT CFR 49, IMDG, FMC, INCOTERMS)
- Customer focused and a great team player who is able to work independently
- Experience in inventory management with strong administrative skills
- Knowledge in SAP order processing and proficient in Microsoft Office

**#LI-JACMY**

**#statejohor**

---

Company Description