



## PR/094943 | Station Manager

### Job Information

**Recruiter**

JAC Recruitment Singapore

**Job ID**

1526188

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Singapore

**Salary**

Negotiable, based on experience

**Refreshed**

March 11th, 2025 10:45

### 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

#### Company and Job Overview

It's a freight forwarding company with decade of market presence. They specialize in e-commerce and traditional freight, handling about 15,000 tons of airfreight per month.

#### Job Responsibilities

- We are seeking a highly motivated and experienced Team Lead to head our customer service and operation team. The ideal candidate will have a strong background in freight forwarding and exceptional customer service skills and operational experience. This role involves managing customer relationships, ensuring the timely and efficient handling of airfreight and ocean freight shipments from end to end, and collaborating with various departments to enhance operational effectiveness.
- Procure the most effective option based on rates, transit time, customers' requirements, etc.

- Develop unique solutions to achieve maximum efficiency (e.g. transshipments, etc.).
- Act as Control Tower for the region.
- Oversee and mentor the customer service team, providing guidance and support to ensure high performance.
- Foster a positive work environment that encourages collaboration and professional growth.
- Develop and maintain strong relationships with key clients, ensuring their needs are met and expectations exceeded.
- Address customer inquiries and issues promptly and effectively, ensuring high levels of satisfaction.
- Collaborate with sales, and logistics teams to ensure seamless shipment processes and timely delivery of services.
- Monitor shipments and coordinate with carriers to resolve any issues that may arise.
- Identify opportunities for process improvements and implement best practices to enhance customer service and operational efficiency.
- Analyse customer feedback and performance metrics to develop strategies for service enhancement.
- Provide training and ongoing support to team members on airfreight procedures, customer service excellence, and industry regulations.
- Prepare regular reports on team performance, customer satisfaction, and operational metrics for senior management.
- Utilize data to drive decision-making and improve service delivery.
- Negotiate with Air and Shipping lines on both sides of the trade lane; develop specific products on Air and Sea for the trade lane.
- Developing and maintaining relationships with various airlines, carriers, agents and vendors.
- Plan, develop, and deploy of local / nation commercial trade lane approach, maintaining commercial strategic direction and contribution from each customer segment to maximize overall profitability.
- Recommend the optimal shipping route based on customer requirements to ensure maximum profitability.
- Grow business from new and existing customers, focused on an assigned group of trade lanes. Follow up on the implementation and completion of business targets for customer service within the team.
- Preparing and managing budgets and financial reports for the operations.
- Fully responsible for the implementation of the budget for expenses and costs at the station, ensuring controllable costs and timely reimbursement of various expenses within the station.

#### **Job Requirements**

- Minimum of 10 years of experience in freight forwarding, master the skills and excellent experience in freight operation. Lastest working experience is freight forwarder.
- Strong knowledge of freight regulations, tariffs, and air and ocean shipping procedures. Especially master the operation of airfreight.
- Excellent communication and interpersonal skills, with the ability to build rapport with clients and team members.
- Proven leadership and team management experience.
- Proficient in freight forwarding software (specifically Cargowise) and Microsoft Office Suite.

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Company Description

