



## PR/158258 | Customer Service Executive (Logistic)

## 募集職種

## 人材紹介会社

ジェイエイシーリクルートメントマレーシア

## 求人ID

1505511

## 業種

物流・倉庫

## 雇用形態

正社員

## 勤務地

マレーシア

## 給与

経験考慮の上、応相談

## 更新日

2024年11月19日 11:38

## 応募必要条件

## 職務経験

3年以上

## キャリアレベル

中途経験者レベル

## 英語レベル

ビジネス会話レベル

## 日本語レベル

ビジネス会話レベル

## 最終学歴

短大卒：準学士号

## 現在のビザ

日本での就労許可は必要ありません

## 募集要項

## JOB RESPONSIBILITIES

- Ensure timely quotations are sent to customers and bookings are confirmed promptly.
- Support operations and sales in executing service delivery.
- Manage carrier/vendor relations, including securing spot rates, equipment, space protections, priority haulage, and ensuring customs brokers provide agreed service levels.
- Monitor and resolve issues/queries from the operations team and respond to customer inquiries promptly.
- Ensure data integrity within systems.
- Responsible for cross-selling/up-selling, customer retention, and following up on outstanding freight.
- Monitor, record, and report on service performance, providing recommendations for improvements, whether in service delivery successes or failures.

- Collaborate with the sales team to establish and strengthen customer relationships.
- Ensure service excellence and develop a best-in-class platform for customers/clients.

#### **JOB REQUIREMENTS**

- Required language(s) : English and Malay.
- Possess good communication skill in verbal & written in English.
- Able to work independently and under pressure with minimum supervision.
- Education/Experience: SPM or Diploma in any relevant field
- Strong PC knowledge, Microsoft Windows, Word, Excel and Outlook required.

#LI-JACMY

#Statekualalumpur

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会社説明