



## PR/158261 | Customer Service Manager (Logistic Industry)

## 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

1506631

## 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26日 11:08

## 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

## Company Information

A company based in Cheras is currently looking for a Customer Service Manager role to handle Malaysia market.

## Key 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.

**Key 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 above.
- Strong PC knowledge, Microsoft Windows, Word, Excel and Outlook required.

#LI-MYJAC

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会社説明