



PR/158252 | Customer Service (Logistic/Freight Forwarding)

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

1509108

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12月11日 15:31

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

The Company

MNC International Freight Forwarding company is currently expanding and looking for Customer Service Executive to be based in Klang Selangor.

if you have the following experience, please do hesitate to apply directly to JAC Recruitment Malaysia.

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
- 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

Should you have what it takes, please feel free to send your application directly to the link or e-mail directly to purnamawati.shariffudin@jac-recruitment.com . #LI-JACYMY #Logistic #Supply Chain #Customer Service

会社説明