



PR/094765 | Logistic Customer Service and operations Supervisor / Specialist

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シンガポール

求人ID

1521623

業種

物流・倉庫

雇用形態

正社員

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2025年03月25日 02:00

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

Position Summary

We are looking for a dedicated and detail-oriented freight Customer Service Executive to join our dynamic team. The ideal candidate will possess a strong background in freight forwarding and a passion for delivering exceptional customer service. This role involves managing customer inquiries, coordinating and handling airfreight and ocean freight shipments from end to end, and ensuring timely and accurate communication with clients and internal teams.

- Customer Support - Act as the primary point of contact for customers regarding the inquiries and shipments.
- Address customer questions and issues promptly, ensuring high levels of satisfaction. Shipment Coordination - Manage the logistics of airfreight and ocean freight shipments, including booking, tracking, and documentation.
- Collaborate with carriers, customs brokers, and other stakeholders to ensure timely deliveries. Problem Solving - Identify and resolve any issues that arise during the shipping process, proactively communicating with customers about any delays or changes.
- Utilize critical thinking to find effective solutions for customer needs. Documentation and Compliance - Prepare and handle all shipping documentation from end to end, to ensure compliance with international regulations and company policies.
- Maintain accurate records of all transactions and communications related to airfreight and ocean freight shipments. Collaboration - Work closely with the teams to provide a seamless customer experience.
- Assist in the development of operational improvements to enhance service delivery. Performance Tracking - Monitor customer feedback and service metrics, contributing to the continuous improvement of processes and procedures.

Qualifications

- Degree in Logistics, or a related field preferred.
- Minimum of 3 years of experience in freight forwarding operation.
- Strong master of freight forwarding operations, ocean and air documentation, regulations, and industry practices.
- Excellent communication skills, both verbal and written, with a strong customer service orientation.
- Detail-oriented with strong organizational and multitasking abilities.
- Proficiency in freight forwarding software (specifically Cargowise) and Microsoft Office Suite.

Catherine Qu
JAC Recruitment Pte Ltd
EA Personnel: R22104823
EA Personnel Name: QU QIUSHI

#LI-JACSG
#countrysingapore

会社説明