



PR/159005 | Operation Manager (Freight forwarding)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1539203

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

May 13th, 2025 10:29

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

Our client is the leading company in the industry **freight forwarding** services sector, they are currently hiring for **Operation Manager**. This role you will need to oversee import and export shipments by SEA, AIR, LAND and involves managing the shipping lines, freight forwarders, customs brokers and haulier to ensure timely deliveries and smooth operations.

Job Responsibilities:

- Experience in coordinate with shipping line, freight forwarder, custom broker and haulier in import & export shipments arrangements and deliveries.

- To manage the overall FCL/ LCL / Conventional import & export shipments by sea, land and air
- Handle customers' enquiries and resolve problem issue and complaints
- Coordinate with customers and overseas agents to ensure shipment is monitor closely on the shipment status and keep update on-time.
- Prepare quotation to customers/agents in time basis with sufficient details and follow up
- To ensure all documentations and billing are checked, compiled and stored
- To key in the cost and sales in system in timely manners
- Good leadership to lead, work closely and train team to achieve overall customer satisfaction
- Build and maintain excellent relationships with clients.
- Attend & assists indoor meetings with customer if any
- Prepare report with sales and volume data
- To perform any other additional tasks assigned by superior and management

Job Requirements:

- Understand Sea & Air freight FCL & LCL arrangement, documentations (SI to carriers, & Shipping Pre-Alerts), customs clearance and transportation.
- Good knowledge and familiar in Incoterms import / export / custom related matters
- At least 5 years working experience in freight forwarding / shipping experience
- Experience in managerial or supervisory role
- Experience in handling haulers and dealing with shipping liners.
- Able to multi-task, hands-on and prioritize jobs
- Excellent interpersonal, verbal, and written communication skills
- Able to work independently, team player, able to multi-task, self - motivated, work independently, work under pressure and make quick decision to solve problem issue.
- Fluent in English, Bahasa Malaysia and Mandarin due to the market support.

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Company Description