



PR/158562 | Customer Service Executive

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1540835

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

May 20th, 2025 12:33

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

Our client is well established Belgium MNC Company in value-added logistics and high-tech services.

Location: Medini

Job Description:

- Strong in operations and customer service related industry
- Handling day-to-day operations independently
- Data creation and entries
- Prepare transport documentations bookings with shipping line and B/L documentations
- Generating, submission and booking bagging orders for manipulation

- Manage customer and vendor complaints
- Daily interactions with customers and vendors on shipment status
- Oversee and manage the invoicing process, ensuring accuracy and timeliness in billing.
- Coordinate with finance and other relevant departments to streamline invoicing activities.

Job requirements

- GCE 'O' level and/or Diploma in relevant discipline
- Min. 3 years of relevant experience in Third-party logistics (3PL) / Freight Forwarding / Logistics industry
- Proven knowledge of ocean freight shipment documentation & processes (MSDS, DGD, B/L) and legislation (DOT CFR 49, IMDG, FMC, INCOTERMS)
- Customer focused and a great team player who is able to work independently
- Experience in inventory management with strong administrative skills
- Knowledge in SAP order processing and proficient in Microsoft Office

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Company Description