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Indonesia

PR/122989 | Customer Services Manager

Job Information

Recruiter[JAC Recruitment Indonesia](#)**Job ID**

1542471

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

June 24th, 2025 07:00

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

Job Descriptions:

- Act as the primary escalation point for complex customer issues, complaints, and service failures, ensuring timely and effective resolution.
- Build and maintain strong, long-term relationships with key clients, understanding their needs and proactively identifying opportunities to enhance their experience.
- Conduct regular business reviews with clients to discuss performance, gather feedback, and identify areas for improvement and growth.
- Ensure consistent delivery of high-quality service, meeting and exceeding customer expectations and service level agreements (SLAs).
- Oversee day-to-day customer service operations, including managing shipment inquiries, booking confirmations, tracking updates, documentation, and billing.
- Ensure accurate and timely information flow between customers and internal departments (e.g., Operations, Sales, Finance).
- Collaborate closely with operations, sales, and logistics teams to ensure seamless execution of shipments and resolve any operational challenges.

- Monitor service performance metrics (e.g., response times, resolution rates, customer satisfaction scores) and implement strategies for continuous improvement.
- Identify and implement best practices to optimize customer service processes and enhance efficiency.
- Ensure compliance with all relevant industry regulations, customs procedures, and company policies.

Job Requirements:

- Bachelor's degree in Business Administration, Logistics, Supply Chain Management, or a related field.
- Minimum of 7 years of experience in freight forwarding, with a strong background in customer service or operations (e.g., 5+ years).
- Minimum of 3 years of experience in a supervisory or managerial role (e.g., 2+ years).
- Proven leadership and team management skills, with the ability to motivate and develop a diverse team.
- In-depth knowledge of international freight forwarding operations (air, ocean, road, rail), customs procedures, and industry regulations (e.g., Incoterms).
- Excellent communication, interpersonal, and negotiation skills, both written and verbal.
- Strong problem-solving and decision-making abilities, especially under pressure.
- Proficiency in freight forwarding software (e.g., CargoWise One) and Microsoft Office Suite (Outlook, Teams, Word, Excel).

Company Description