



## PR/159294 | CUSTOMER SERVICE EXECUTIVE / SENIOR EXECUTIVE

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1553817

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

September 2nd, 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

### Company Overview

Our client is an international freight forwarding and logistics company with office in Medini Iskandar Puteri, Johor. Due to expansion, they are looking to hire Customer Service Executive/Senior.

### Key Responsibilities

- Act as the primary liaison for Dimerco's clients, handling inquiries, bookings, and service requests.
- Address and resolve customer complaints promptly and effectively.
- Oversee and coordinate shipments via air, sea, and land transport.
- Verify and process essential shipping documents such as Bill of Lading (B/L), Air Waybill (AWB), and commercial

invoices.

- Provide timely and accurate shipment status updates to customers.
- Prepare and maintain shipping documentation in compliance with international trade regulations.
- Generate performance reports and analyze customer service metrics.
- Communicate with freight carriers and vendors to ensure smooth logistics operations.
- Assist in negotiating shipment quotes and service terms when required.
- Identify opportunities to enhance service delivery and operational efficiency.

#### Job Requirements

- Degree/Diploma in Business Studies or its equivalent.
- Minimum 3 years of experience in customer service within the logistics or freight forwarding industry.
- Strong knowledge of freight forwarding procedures and international shipping documentation.
- Excellent communication skills in English.
- Ability to multitask, solve problems, and work in a fast-paced environment.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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