



PR/118848 | Customer Service

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1572846

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

February 17th, 2026 10:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position: Customer Service

Salary: 30,000 - 40,000 THB/month

Workplace Area: Bangkok

Working Hours: Monday–Friday, 09:00–18:00 (Onsite)

Industry: Logistics & Freight Forwarding

Job Description

- Place bookings with shipping lines through Online portals / INTTRA / manual processes (required).
- Coordinate in a timely manner with agents, shippers, and shipping lines regarding shipment status, booking updates, and container gate-in cut-off times.
- Follow up with shippers for Shipping Instruction (SI) drafts.

- Communicate efficiently with internal teams and cross-functional departments for both Import and Export consignments handled by the team.
- Handle Cross-Country / Third-Country shipments.
- Understand and process Switch B/L requests and required procedures.
- Manage Nomination shipments, ensuring accurate handling and proper coordination.
- Prepare and send rate quotations; basic knowledge of checking online freight rates is an advantage.
- Create jobs in the internal logistics/forwarding system accurately and on time.

Requirements

- Bachelor's degree in any field.
- 2–3 years of experience in shipping, customer service, or the freight forwarding industry.
- Good command of English (mainly for documentation and email communication).
- Proficient in computer applications; hardworking and patient.
- Service-minded, detail-oriented, and able to work under pressure.
- Knowledge and experience in handling Cross-Country / Third-Country shipments.

If you are interested, click **APPLY NOW**. Please note that only shortlisted candidates will be contacted due to the high number of applicants. Thank you for understanding.

#LI-JACTH

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Company Description