



PR/119317 | Air Import CS

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1583922

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

March 24th, 2026 12:08

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Air Freight Import Customer Service

Company: Freight Forwarder

Location: Free Zone, Suvarnabhumi International Airport

Salary: 25,000 – 50,000 THB (Negotiable)

Job Description

- Manage airfreight import operations, including documentation, billing, and month-end closing.
- Coordinate with airlines, cargo terminals, customs, transporters, overseas agents, and internal teams to ensure timely delivery.
- Handle customer inquiries, urgent issues, and provide clear communication via phone and face-to-face interactions.
- Update shipment status proactively, highlight delays/changes, and resolve issues before they escalate.
- Respond to all inquiries promptly with accurate information and solutions.

- Maintain a positive, service-minded attitude while supporting customers and resolving complaints.

Job Requirements

- 1–5 years' experience in airfreight import operations/customer service.
- Good English communication (spoken & written).
- Knowledge of Incoterms, Thailand shipping procedures, and freight forwarding.
- Experience with CargoWise One (CW1).
- Process-oriented, good attitude, and a team player.
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Interested candidates, please send your resume in English to us.

JAC Personnel Recruitment Ltd
10F Emporium Tower, 622 Sukhumvit Soi 24, Klongton, Klongtoey, Bangkok 10110

Contact: K. Napaphach
Office Number: 066-097-2958
Time: 9:00 AM – 6:00 PM
Website: <https://www.jac-recruitment.co.th>

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#citybangkok

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Company Description