



PR/160350 | CUSTOMER SERVICE MANAGER - Freight Forwarding and Logistics service provider

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1584383

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

May 26th, 2026 14:05

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview

Our client is seeking an experienced Customer Service Manager to lead their customer service operations for sea and air freight shipments. This is a key leadership role, responsible for ensuring smooth shipment coordination, exceptional service delivery, and efficient workflow management.

Key Responsibilities

- Lead and manage the customer service team handling sea and air import/export shipments.
- Oversee daily booking coordination with shipping lines and overseas agents.
- Ensure timely, accurate handling of all shipment documentation, including: B/L instructions, Shipping Instruction (SI)

- submissions, Shipment tracking and status updates
- Monitor shipment progress and proactively resolve issues, including roll-overs, routing discrepancies, demurrage/detention, and carrier-related challenges.
- Maintain strong communication with customers, shipping lines, and overseas partners to ensure seamless cargo movement.
- Handle customer escalations professionally and ensure consistent, high service standards.
- Continuously improve internal SOPs, workflows, and team efficiency.

Requirements

- Minimum 7–10 years' experience in freight forwarding or NVOCC operations.
- Strong knowledge of sea freight operations, carrier booking processes, and shipment documentation procedures.
- Proven experience dealing with major shipping lines and international freight agents.
- Demonstrated ability to lead, manage, and mentor a customer service team.
- Strong problem-solving skills with the ability to manage operational issues independently.
- Excellent communication, coordination, and customer management skills.

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Company Description