



PR/120344 | Senior Inside Sales & Customer Services - Logistics

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1611370

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

September 22nd, 2026 07:00

General Requirements

Minimum Experience Level

Over 3 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

Position: Senior Inside Sales & Customer Service - Logistics & Freight Forwarding

Location: Suan Luang, Bangkok

Key Responsibilities

- Supervise daily Customer Service operations for Air, Sea, Import, Export, Cross Border, and domestic transportation.
- Manage Key Account customers and handle escalated operational issues and customer complaints.
- Coordinate with customers, overseas agents, and internal departments to ensure smooth shipment execution.
- Monitor shipment status, service quality, team workload, and operational KPIs.
- Review quotations, shipment costs, billing documents, and related logistics documentation.

- Coach and develop Customer Service team members to improve performance and service standards.
- Analyze operational issues and drive process improvements.
- Support management in planning, reporting, budgeting, and departmental projects.

Qualifications

- Bachelor's degree in Logistics, International Business, Business Administration, or a related field.
- 2-5 years of experience in Freight Forwarding, Customer Service, Import/Export, or Logistics Operations.
- Good understanding of Air Freight and Sea Freight Import/Export procedures and documentation.
- Experience in managing key customers, handling complex shipments, and resolving service issues.
- Leadership or team management experience is an advantage.
- Good communication skills in English, both written and spoken.

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Company Description