JAC Recruitment

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JAC Recruitment Thailand

# PR/120582 | Customer Service (Freight Forwarding)

## Job Information

**Recruiter**
JAC Recruitment Thailand

**Job ID**
1616841

**Industry**
Logistics, Storage

**Job Type**
Permanent Full-time

**Location**
Thailand

**Salary**
Negotiable, based on experience

**Refreshed**
November 24th, 2026 08:00

## 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

**Position:Customer Service (Freight Forwarding)**
**Salary: 30,000 - 40,000 THB/month**

**Workplace Area: Rama4 ,** 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.

**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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## Company Description