

PR/120760 | Customer Service and Air Export Operations (Fully Remote Work)

Job Information

Recruiter
JAC Recruitment Thailand

Job ID
1623416

Industry
Logistics, Storage

Job Type
Permanent Full-time

Location
Thailand

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 10:32

General Requirements

Minimum Experience Level
Over 3 years

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

Business Type: Logistics, International exports of highly regulated products
Location: Fully remote work
Working Hours: Monday-Friday

Job Descriptions:

- Serve as the main contact point for customers and overseas partners regarding export shipments from Thailand.
- Coordinate end-to-end export air-freight operations, including booking arrangements, shipment scheduling, cargo handover, and departure monitoring.
- Arrange cargo collections with suppliers, manufacturers, warehouses, and logistics partners across Thailand.
- Liaise with freight forwarders, airlines, customs brokers, and transport providers to ensure smooth shipment execution.

- Prepare and verify shipping documentation, including invoices, packing lists, permits, and export-related paperwork.
- Monitor shipment progress and provide timely status updates to customers and internal stakeholders.
- Coordinate customs clearance activities and ensure shipments comply with export regulations.
- Support handling of temperature-sensitive and regulated products in accordance with operational requirements.
- Maintain accurate shipment records and operational reports.
  Resolve shipment issues proactively and ensure a high level of customer satisfaction.
- Other tasks as assigned.

Qualifications:

- 3-5+ years of experience in Customer Service, Airfreight Export Operations, Freight Forwarding, Logistics Coordination, Import/Export, or Supply Chain Operations.
- Good understanding of export documentation and airfreight procedures.
- Experience coordinating shipments with freight forwarders, transport providers, or customs brokers.
- Strong communication and problem-solving skills.
- Proficient in Microsoft Office.
- Good command of both Thai and English.

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.

Privacy Policy Link: https://www.jac-recruitment.th/privacy-policy
Terms and Conditions Link: https://www.jac-recruitment.th/terms-of-use

Company Description