



JAC Recruitment

We are recruitment specialists around the globe

Indonesia

PR/122989 | Customer Services Manager

募集職種

人材紹介会社

ジェイエイシーリクルートメントインドネシア

求人ID

1549665

業種

物流・倉庫

雇用形態

正社員

勤務地

インドネシア

給与

経験考慮の上、応相談

更新日

2025年07月22日 03:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Job Descriptions:

- Act as the primary escalation point for complex customer issues, complaints, and service failures, ensuring timely and effective resolution.
- Build and maintain strong, long-term relationships with key clients, understanding their needs and proactively identifying opportunities to enhance their experience.
- Conduct regular business reviews with clients to discuss performance, gather feedback, and identify areas for improvement and growth.
- Ensure consistent delivery of high-quality service, meeting and exceeding customer expectations and service level agreements (SLAs).
- Oversee day-to-day customer service operations, including managing shipment inquiries, booking confirmations, tracking updates, documentation, and billing.
- Ensure accurate and timely information flow between customers and internal departments (e.g., Operations, Sales, Finance).
- Collaborate closely with operations, sales, and logistics teams to ensure seamless execution of shipments and resolve any operational challenges.

- Monitor service performance metrics (e.g., response times, resolution rates, customer satisfaction scores) and implement strategies for continuous improvement.
- Identify and implement best practices to optimize customer service processes and enhance efficiency.
- Ensure compliance with all relevant industry regulations, customs procedures, and company policies.

Job Requirements:

- Bachelor's degree in Business Administration, Logistics, Supply Chain Management, or a related field.
- Minimum of 7 years of experience in freight forwarding, with a strong background in customer service or operations (e.g., 5+ years).
- Minimum of 3 years of experience in a supervisory or managerial role (e.g., 2+ years).
- Proven leadership and team management skills, with the ability to motivate and develop a diverse team.
- In-depth knowledge of international freight forwarding operations (air, ocean, road, rail), customs procedures, and industry regulations (e.g., Incoterms).
- Excellent communication, interpersonal, and negotiation skills, both written and verbal.
- Strong problem-solving and decision-making abilities, especially under pressure.
- Proficiency in freight forwarding software (e.g., CargoWise One) and Microsoft Office Suite (Outlook, Teams, Word, Excel).

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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会社説明