



PR/159294 | CUSTOMER SERVICE EXECUTIVE / SENIOR EXECUTIVE

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 マレーシア

求人ID

1553817

業種

物流・倉庫

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2025年08月05日 10:20

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

Company Overview

Our client is an international freight forwarding and logistics company with office in Medini Iskandar Puteri, Johor. Due to expansion, they are looking to hire Customer Service Executive/Senior.

Key Responsibilities

- Act as the primary liaison for Dimerco's clients, handling inquiries, bookings, and service requests.
- Address and resolve customer complaints promptly and effectively.
- Oversee and coordinate shipments via air, sea, and land transport.
- Verify and process essential shipping documents such as Bill of Lading (B/L), Air Waybill (AWB), and commercial

invoices.

- Provide timely and accurate shipment status updates to customers.
- Prepare and maintain shipping documentation in compliance with international trade regulations.
- Generate performance reports and analyze customer service metrics.
- Communicate with freight carriers and vendors to ensure smooth logistics operations.
- Assist in negotiating shipment quotes and service terms when required.
- Identify opportunities to enhance service delivery and operational efficiency.

Job Requirements

- Degree/Diploma in Business Studies or its equivalent.
- Minimum 3 years of experience in customer service within the logistics or freight forwarding industry.
- Strong knowledge of freight forwarding procedures and international shipping documentation.
- Excellent communication skills in English.
- Ability to multitask, solve problems, and work in a fast-paced environment.

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