



PR/160350 | CUSTOMER SERVICE MANAGER - Freight Forwarding and Logistics service provider

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

1584383

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

2026年05月12日 06:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

無し

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 seeking an experienced Customer Service Manager to lead their customer service operations for sea and air freight shipments. This is a key leadership role, responsible for ensuring smooth shipment coordination, exceptional service delivery, and efficient workflow management.

Key Responsibilities

- Lead and manage the customer service team handling sea and air import/export shipments.
- Oversee daily booking coordination with shipping lines and overseas agents.
- Ensure timely, accurate handling of all shipment documentation, including: B/L instructions, Shipping Instruction (SI)

- submissions, Shipment tracking and status updates
- Monitor shipment progress and proactively resolve issues, including roll-overs, routing discrepancies, demurrage/detention, and carrier-related challenges.
- Maintain strong communication with customers, shipping lines, and overseas partners to ensure seamless cargo movement.
- Handle customer escalations professionally and ensure consistent, high service standards.
- Continuously improve internal SOPs, workflows, and team efficiency.

Requirements

- Minimum 7–10 years' experience in freight forwarding or NVOCC operations.
- Strong knowledge of sea freight operations, carrier booking processes, and shipment documentation procedures.
- Proven experience dealing with major shipping lines and international freight agents.
- Demonstrated ability to lead, manage, and mentor a customer service team.
- Strong problem-solving skills with the ability to manage operational issues independently.
- Excellent communication, coordination, and customer management skills.

#LI-JACMY

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会社説明