



PR/096341 | Customer Service

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1618515

業種

物流・倉庫

雇用形態

正社員

勤務地

ベトナム

給与

経験考慮の上、応相談

更新日

2026年10月20日 10:19

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

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

Job Overview:

The Customer Service Staff is mainly responsible for oversea inquires, maintain current business and support sales for news business, and others assigned tasks.

Job Description

1. Overseas Inquiries:

- Handle daily communication with overseas agents/partners regarding rates, bookings, and shipment updates.
- Provide accurate and timely feedback to internal teams and customers.

2. Maintain current business:

- a. Maintain strong relationships with existing customers, ensuring high customer satisfaction and service quality.
- b. Consult customers regarding their issues and requirements, provide appropriate guidance and solutions.
- c. Address customer inquiries, quotation, proposal for service, complaints, and service recovery in a professional manner.
- d. Monitor shipment status and proactively inform customers of any issues or delays.

3. Sales Support & Business Development:

- a. Assist sales team with preparing quotations, proposals, and presentations for new business for existing clients and new clients.
- b. Support follow-up on leads and coordinate with operations for smooth onboarding of new accounts.
- c. Gather customer feedback to identify potential opportunities for cross selling and upselling.

4. Documentation & Coordination:

- a. Coordinate with operations and other departments to ensure smooth handling of shipments.
- b. Prepare and maintain customer records, reports, and service-related documentation.
- c. Ensure compliance with company policies and relevant regulations (credit approval, service contract, payment follow up, etc.)

5. Others:

- a. Stay updated on relevant laws, regulations, and industry practices.
- b. Prepare weekly and monthly reports as required.
- c. Others jobs as per BOD's requirements.

Job Requirement

1. Bachelor's degree in Business, Logistics, Supply Chain, or related field.
2. 2–3 years of experience in freight forwarding (Air, Sea, Cross-border, Customs clearance, Import/export licensing)/ logistics customer service. Warehouse experience is advantage.
3. Excellent written and verbal communication skills in English (Japanese languages a plus), advanced MS Office skills, especially Excel.
4. Strong problem-solving, multitasking, have ability to work independence and in group, can perform under high pressure and organizational skills.
5. Customer-oriented mindset with a proactive and professional attitude.
6. High responsibility, flexibility, hard-working, willing to learn more and self motivated.
7. Good negotiation and communication skill

Benefits & Policies Working Hours:

- 8:00-17:00 or 8:30 - 17:30, Saturday Work from home
- Social insurance paid in full salary, health insurance • 13th month salary + Bonus according to year-end KPI evaluation
- Salary review: Once per year
- Annual Leaves: 12 days
- Business travel, company trip, health checks up every year.
- Allowance: Attendance, lunch, transportation, foreign language (TOEIC 850 OR IELTS 6.5, N1, N2) and etc.
- Holiday allowance: 500,000 VND 3 time/year

- Working in a dynamic & supportive working environment
- Training and career development opportunities.

#LI-JACVN

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会社説明