

Job Title	Location
Export Customer Service Executive	PKG

**Job Requirements:**

- ❖ Minimum Diploma holder
- ❖ At least 1 year experience in logistics industry
- ❖ Good computer skills – Microsoft Office (Excel, Word, PowerPoint)
- ❖ Able to converse in English, Bahasa Malaysia
- ❖ Self-motivated, independent, able to meet tight deadlines and good communication skills

**Job Descriptions:**

- ❖ Responsible for the preparation of ocean and land shipment booking and related shipping documents
- ❖ Ensure shipping/transportation activities comply with legal statutory
- ❖ Prepare billing for nomination shipment based on quotation timely
- ❖ Tracking and follow up all shipments and update Agents/Customers with relevant documentations and proof of delivery from the carriers
- ❖ Attend and response to customer/agents rates enquiry and all other inquiry accurately and in a timely manner
- ❖ Attend to customer's service failures complaint expeditiously and ensure corrective action taken with speed of execution

**Additional Information**

- ✓ Medical benefit
- ✓ Annual leave
- ✓ Training & development
- ✓ Full-time employment