



Job Description

POSITION:

Operations Support

ROLE:

Reports directly to Operations Group Manager. Managing and arranging customer shipment either by air, sea and transportation. Requires excellent communication skills to assist the operation and field support to arrange clearance. Handle customer enquiry.

RESPONSIBILITY:

1. Contributing in achieving freight forwarding KPIs.
2. Provide accurate and timely reporting of information to customers including sending, quotations, pricing, costing, shipping details and supply chain related documentation.
3. Work with operations teams and suppliers to ensure customers' expectations are met and exceeded.
4. Use a system to process job files, manage customers' shipments and ensure objectives per activity are met.
5. Build and maintain effective relationships with customers, suppliers and team members.
6. Provide weekly, monthly and quarterly freight forwarding reports for Operations Group Manager.
7. Review, prepare and send the invoices to clients and also to follow up on the payments.
8. Coordinate with Go Rush Manager for Go Rush consignments.
9. To perform other duties assigned by the management from time to time.

QUALIFICATION & EDUCATION REQUIREMENT:

1. National Diploma or any equivalent.
2. Minimum of 2 years working experience in freight forwarding coordination in freight forwarding, with an understanding of ocean freight imports/ exports procedure, inland road and customs clearance entry experience.

PREFERRED SKILLS:

1. Effective communication skills, both written & verbal.
2. Proven ability to work effectively with numbers, data, detail & processes.
3. Previous experience and knowledge of freight forwarding systems.
4. Computer literate.