

Position: Customer Service Executive

Job Based: Port Klang

Date of Opening Position: -

Responsibilities:

- Answers phone call within 3 rings.
- Attend to all emails related to CS matters timely.
- Handling vessels based on svc lanes –
 - a) Send Vessel CBF
 - b) Follow Up "NO SHOW" - Send Notice And Follow Up With Customer To Firm Bkg -Chase Cntr Pick Up & Gate In Terminal
 - c) Update Special Cargo Manifest In LMS
 - d) Send Loading List
 - e) Send TS Advice
 - f) VGM Close
 - g) Perform Vessel Cleanup
 - h) Prepare advance & delay vessel notification
 - i) Sent notice of revised vessel (roll over by carrier)
- Responsible on space management and communicating with Trade to request space.
- Update daily space availability and share in teams enable Sales to focus on svc with available space and ultimately increase our loading.
- Performs booking upload via e-Service and create manual bookings for MELL (backup e-bkg team during their absence).
- To submit special cargo & special stowage application and must follow up for approval (backup e-bkg team during their absence).
- To perform booking revision and cancellation in LMS and Port System.
- To update NO SHOW report for shortfall within 10 calendar days prior vessel ETA.
- To conduct due diligence screening for shipments to countries listed on the Sanctions of EU/US OFAC.
- To firm "Waiting" booking status in LMS.
- To follow up with customer on necessary docs for DG AUDIT team to verify the DG status.
- To notify and follow up with Sales for valid rates filing - CIF & FOB shipments.
- Prepare Monthly Vessel Schedule to publish in our website.
- To submit request to operation team for vessel code and vessel schedule creation for shipments using outside feeder.
- Submit request to TRADE to create routing enable booking creation.
- To prepare reports whenever required and ensure correct figures/data to be submitted prior the deadline.
- Backup Sales team to obtain docs and information from customers to verify customer background, and identify their risk and financial profiles prior customer code creation (Customer Integration).
- To submit export manifest(K5) within 3 days after vessel departure (backup e-bkg team during their absence).
- To backup team member whenever needed related to all CS matters including B/L counter.

Qualifications:

- Candidate must possess at least a Diploma, Advanced/Higher/Graduated Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree, Master's Degree, Finance, Accounting studies, or equivalent.
- Required skill(s): MS Office
- Required language(s): Bahasa Malaysia, English
- At least 2 years of working experienced in the related field is required for this position.
- Preferably Executive specializing in Finance or equivalent.
- Full time position(s) available.
- Trustworthy, self-motivated and hardworking.

- Fresh Graduate is encouraging to apply

What we offer:

- Full time employment with EPF, SOCSO & EIS contribution
- Staff Welfare: Employee is covered by Inpatient & Outpatient Insurance
- Rewards: Performance base for increment & bonus
- Working Hours: 09:00am – 06:00pm (Monday – Friday)

Interested candidates may email a full resume to Human Resource Department at [hr@psass.com.my].

Shortlisted candidates will be contacted for an interview.