JOB OPPORTUNITY

Customer Service and Sales Officer

Type of Vacancy : Full Time

Preferred education level (s) : Diploma, Degree

Preferred Major (s) : Business

Organization details :

Company : Panda Global Logistics (M) Sdn Bhd
Website : www.pandaglobal.com.my
Address : No.28-02, Jalan Molek 1/10, Taman Molek, 81100 Johor Bahru, Johor.

Job Responsibility :

1. Customer Service
   a) Handle customer enquiries and provide timely assistance on shipment and logistics matters.
   b) Coordinate with customers, shipping lines, transporters, overseas agents and internal departments to ensure smooth shipment arrangements.
   c) Follow up on shipment status, booking, delivery and related documentation.
   d) Maintain good relationships with existing customers and provide professional customer service.
   e) Assist in resolving customer enquiries and operational issues.
2. Sales & Marketing
   a) Assist in identifying and developing new business opportunities.
   b) Follow up with potential customers and enquiries to introduce the company's services.
   c) Prepare and follow up on quotations.
   d) Maintain good relationships with both new and existing customers.
   e) Understand customers' logistics requirements and recommend suitable services.
   f) Assist the sales team in achieving the company's sales and business development objectives.

Job Requirements and Qualifications :

1. Diploma/Degree in Logistics, Supply Chain Management, Business Administration, Marketing, International Business or related fields.
2. Fresh graduates are encouraged to apply.
3. Good communication and interpersonal skills.
4. Customer-oriented with a positive and willing-to-learn attitude.
5. Good follow-up and organizational skills.
6. Proactive, responsible, and able to work independently as well as in a team.
7. Good command of written and spoken English.
8. Proficiency in Mandarin would be an advantage.
9. Basic knowledge of Microsoft Office.
10. Prior experience in freight forwarding or logistics is not required; training will be provided.

Benefits :

- ✓ Free parking
- ✓ Panel Clinic
- ✓ Opportunities for promotion
- ✓ Professional development

Person-in-charge :

Name : Ms. Loh
Contact No. : 07-351 6223
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