

客服单证专员 / CSDOC

Job Description:

1. Assisting to promotion E-commerce and offering feedback & ideas to IT team for system enhancement.
2. Timely response with offering attentive solution to customers through phone, email for varies requests.
3. Handling & coordinating of Free Time extension and mitigation request.
4. Issue invoicing (include D&D and Non-Shipment Freight invoices).
5. Coordinate with internal departments to streamline daily operation and offer solutions to enhance customer experience. Engage in any unsolved or potential complaints.
6. Handling Bill of Lading relate issues.

Qualifications:

1. Pleasant personality, customer-oriented with good communication skill.
2. Fluent in both written and spoken English, above CET-4.
3. Diploma holder or above.
4. 1 year or above relevant working experience in shipping and logistics field, customer service is preferred, fresh undergraduates are welcome.
5. Excellent Computer skills, experienced and knowledges on Word and Excel.
6. Strong presentation and communication skills.
7. Good attitude and willing to learn.
8. Able to work under pressure.