



NNR GLOBAL LOGISTICS (S) PTE LTD

119 Airport Cargo Road
#02-09/10 Changi Cargo Agents Megaplex 1
Singapore 819454

CUSTOMER SERVICE AIRFREIGHT OFFICER (EXPORT / IMPORT)

Responsibilities:

- Co-ordinating and liaising closely with Customers, Airlines, Cargo Terminal Operators, Departments, Overseas Agents / Offices and Service Providers on Shipments.
- Action promptly on Customers' shipment arrangements and requirements.
- Perform checks and monitoring to ensure shipment arrives at its arranged destination(s) within the required timeline(s).
- Administer Standard Operating Procedures (SOPs) and / or Service Reports according to Customer's shipment processes and requirements.
- Ensure Customer's shipment handling requirements are kept up to date.
- Attend to Customers' enquiries on Shipment movements and / or processes.
- Provide correct and timely updates on the status of Shipment(s) to the Customers.
- Proactively seek alternative solutions or value-add to processes to enhance and improve the ongoing services for / to the Customers.
- Work together with Other related Parties (ie, Airlines, Cargo Terminal Operators, Overseas Agents, Service Providers, etc) on resolving problems that may arise during the shipment processes so as to prevent any possible recurrent problem(s).
- Constantly look into improving the section's operational processes and system through computerisation.

Requirements:

- GCE 'N' / 'O' Level, NITEC / Higher NITEC / Diploma holders
- PC literate with good work skills in Word, Excel and Outlook
- Good communication skills (verbal and written)
- Customer oriented with positive attitude
- Ability to work independently and in a team
- Added advantage would be for those who possess airfreight forwarding experience and are able to start work within short notice
- Training will be provided on the work processes in the section and department

Additional Information:

- Office Location: 119 Airport Cargo Road, #02-09/10 Changi Cargo Agents Megaplex 1, Singapore 819454
- Office hours: 5.5 days work week (Alternate Saturday)
- Salary: from S\$2,200 to S\$2,400

Candidates who meet our requirements are invited to email their detailed CV (stating current & expected salary) with a recent photograph to us at: cs-jobs@nnrsin.com.sg

We regret that only shortlisted candidates will be notified.