



## **Chasen Logistics Services Limited**

Chasen, one of the leading logistics service provider, specializing in equipment relocation is inviting suitably qualified candidates to join its growing team.

### **Customer Service Executive**

West - Jurong

#### **Key Responsibilities & Duties:**

As a Customer Service Executive at Chasen Logistics Services Limited, you will be the primary liaison between the company and our valued/potential clients. You are responsible for ensuring a high level of customer satisfaction through timely, accurate, and professional service delivery across various logistics and project-related engagements.

#### **Client Engagement & Communication**

- Act as the first point of contact for all customer inquiries, service requests, feedback, and complaints via phone, email, and in-person channels.
- Understand customer requirements and provide timely and appropriate solutions or escalate to relevant departments when necessary.
- Liaise with the Sales Department to forward and follow up on customer sales inquiries and quotations.

#### **Project Coordination & Job Scheduling**

- Coordinate with the Operations Department to schedule and monitor logistics activities, including relocation, warehousing, and technical projects.
- Maintain clear communication with internal departments to ensure job specifications are understood and delivered according to customer expectations.
- Track project milestones and ensure adherence to delivery timelines.

#### **Job Monitoring & Documentation**

- Utilize the ERP system to input, monitor, and update job status throughout the project lifecycle.
- Ensure all jobs are marked as "CLOSED" in the ERP system upon completion and receipt of signed Delivery Orders.
- Coordinate with the Accounts Department to ensure proper documentation is submitted for billing and invoicing purposes.

#### **Quotation & Procurement Support**

- Prepare and issue customer quotations in a timely and accurate manner.
- Create Purchase Requisitions and coordinate with the Procurement team to obtain Purchase Orders from vendors/suppliers for job-related requirements.
- Service Quality & Continuous Improvement
- Maintain a high standard of professionalism and customer service at all times.
- Support internal process improvements by providing feedback on recurring customer issues or bottlenecks.
- Assist in developing service scripts, email templates, and FAQ documents to improve response consistency.

### **Administrative & Ad-hoc Duties**

- Maintain proper records of customer communications and job-related documentation.
- Provide administrative support for departmental reporting, audits, and reviews.
- Carry out any other duties as assigned by management to support overall departmental goals.

### **Requirements:**

- Diploma or Bachelor's Degree in Business Administration, Logistics, Supply Chain Management, or any related field.
- Prior experience in customer service, preferably within the logistics, supply chain, or transportation industry, will be an added advantage.
- Strong interpersonal and communication skills with the ability to engage effectively with customers, vendors, and internal teams.
- Demonstrated ability to remain patient, empathetic, and composed while handling customer issues or high-pressure situations.
- Excellent organizational and time management skills with keen attention to detail.
- Skilled in negotiation and problem-solving, with a proactive and solution-oriented mindset.
- Proficient in Microsoft Office applications (Word, Excel, Outlook, PowerPoint); experience with logistics software or ERP systems (e.g., RVS) is a plus.
- Able to work independently and manage multiple tasks in a fast-paced, deadline-driven environment.
- A strong team player who is collaborative, adaptable, and committed to achieving team objectives and delivering customer satisfaction.
- Immediate availability will be an advantage.

If you're interested in becoming part of Chasen, please email your detailed resume stating your qualifications, experience, expected remuneration and contact number(s), with a recent photograph to:

The HR Department  
**Chasen Logistics Services Limited**  
18, Jalan Besut, (Off Jalan Terusan)  
Singapore 619571  
Email: [hr.recruit@chasen-logistics.com](mailto:hr.recruit@chasen-logistics.com)

*\*All applications will be in strict confidence, we regret that only shortlisted candidates will be notified*