


JOB VACANCY

Work Location	Shah Alam, Malaysia
Work Address	Lot 222, Jalan Playar 15/1, Sekysen 15, Shah Alam, Selangor 40200
Hiring Department	Sales
Hiring Position	Key Account Executive
Employment Type	Permanent
Job Responsibilities	<ul style="list-style-type: none">• To prepare monthly forecast for forward plan Issue, Dehire for our inventory control for OPS.• To update Customers' Footprint on how the movement of our pallets in volume.• To support Key Account & CRM Manager for analyzing individual customers invoice.• Update all new contract in master file and also have the SOP• Resolve and handle customer issues and maintain customers' satisfaction.• Support CS team on data management and administration• To achieve business targets as set down by Key Account & CRM Manager• Assists customer on updating data via Loscam Online (LOL) System• Handles purchase order for Non-Hire Equipment• Analyzing individual customer data and to update customer risk• Follow up on customer payment overdue.• Drive CS department to move forward and think out of the box• New contract to analysis the risk and to up Key Account & CRM Manager• Monthly prepare report POH, Cross border, Issue Dehire, Hire Revenue, MISC fee.• Prepare SOP for customer complain and update regularly• Prepare and analyses• Prepare necessary information to obtain alignment within CS team/Ops to have an agreed forward plan for Issue, Dehire• Would able to share necessary details of customers in supporting Solution Selling or exploring better opportunity with our current customers' base.• To reflect Commercial SOP accordingly to the updated process where relevant.• Resolve and handle customer issues and at the same time responsible to maintain and increase customers' satisfaction.• Support CRM & Key Account Manager on data management and administration.• Assists customer on updating data via Loscam Online (LOL) System.• Create & manage weekly and monthly report for key account customers.• Ensure customers' transaction recorded weekly or monthly.• Prepare, distribute, file and print outgoing faxes, mail, courier parcels (docket book), customer's dockets, monthly invoices and letter to customers.• Participate and Support other departments when required on customer related matters.• Perform other official company duties as may be directed from time to time.• Handles purchase order for Non-Hire Equipment.

JOB VACANCY

	<ul style="list-style-type: none">• Support Sales & CRM for pallet stock count.• Update, safe keep and recording of master contract
Job Requirements	<ul style="list-style-type: none">• Bachelor Degree level or above• At least 3 years of working in a Sales Operation, Customer Service and/or Demand role.• Good problem solving• High patience and tolerance in handling difficult situations and customers• Required to travel and meet clients as assigned including outstation• High Analytic skills• Good team player• Good interpersonal and communication skills with services minded and positive attitude• Good computer knowledge, especially in MS Office applications• Good command of English, both spoken and written
How to Apply	Please send your CV stating the position you are applying for by clicking Apply now 
Application Deadline	26 April 2024
Remarks	<p>For other job openings, please visit our Career page for more details.</p> <p>All information provided by applicants will be treated in strict confidence and used for recruitment purpose only. All personal data of unsuccessful applicants will be retained for 18 months for future recruitment purpose and will then be destroyed.</p>