

Central China

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Vacant Position 1:

ICM Account Manager, Client Services / Department: ICM Ocean Management, APAC / Working Location: Raffles office, Shanghai

Job Duties:

- ICM Product Improvement: Work closely with the Ocean/Air Freight teams on improvements to the ICM product.
- Coordinate with ICM Origin Branches: Liaise with overseas and destination offices on all ICM clients/accounts requests to ensure operational excellence.
- Review, monitor (KPI reporting), and maintain all ICM processes to ensure ongoing compliance with client's Standard Operation Procedure (SOP) guidelines.
- Continuous Improvement: Ensure continuous improvement in customer service through clearly communicating customer expectations and managing the implementation of necessary operational and customer service practices.
- Training: Involved in the training of origin operations employees dealing with ICM.

Job Requirements:

- Requires 4-5 years of experience ideally in the international ocean freight forwarding with an emphasis in client services/account management
- Ability to listen, understand, and formulate clear propositions/positions
- Strong organizational and planning skills
- Detail oriented. Strong interpersonal skills
- Competent in excel and word
- Excellent command of English, spoken and written

Vacant Position 2:

Supervisor - Warehouse / Department: Logistics Operation / Working Location: Jin Qiao Warehouse, Shanghai

Job Duties:

- Keep high level of inventory accuracy and service level to achieve 99.99%.
- Build up a dedicated, discipline productive and innovative operation team.
- Execute quality safety regulation/health strategy in place as top priority in working environments with zero accident rates.
- Smartly utilized warehouse resources to meet customer requirements.
- Ensure all staffs are trained accordance with operational SOP.
- Train, motivate and coach the warehouse operators.
- Closely monitor staff discipline by taking appropriate and timely action for any discipline violation.
- Lead, motivate and supervise all staff to ensure their performance is aligned to stipulated standards and KPIs

Job Requirements:

- Form 5 and above with minimum 5 years experience in 3rd party logistics service
- Minimum 2 years of experience in a related capacity
- Computer literate including WMS and ERP
- Excellent command of English, spoken and written

Vacant Position 3:

Clerk - Customer Service / Department: Logistics Operation / Working Location: Ming Hang Warehouse, Shanghai

Job Duties:

- Follow the handling procedures as laid down for the customer.
- Provide timely response to customer's queries or requests on daily operations.
- Update customer with shipment status from time to time proactively
- Work closely with operations and other teams within the project to meet customer's requirement and solve daily operational issues.
- Perform any special duties or projects as assigned by the superior.
- Proper documentation filling
- Understand and know well the operation cost, give right quotation to customer for any additional operation requirement. Record and give accounting dept for billing.
- Make sure the accurate system transaction and document creation.

Job Requirements:

- Diploma or equivalent
- 1 years of experience in a related capacity
- Ability to work effectively in a customer driven deadline environment
- Good command of written English and spoken Chinese, Mandarin an asset.
- Willing to work extended hours when required
- Willing to work on shifts.

Vacant Position 4:

Clerk-Order Administrator / Department: Logistics Operation / Working Location: Zhang Jiang AMC Warehouse, Shanghai

Job Duties:

- To receive the delivery order from customer
- To follow up with the order by recording the order into SAP system and communication between customer and warehouse operations
- To assist in customer's inquiry handling

Job Requirements:

- College degree or above major in Logistics, International Trade or relevant
- At least 1 year order processing experience in Logistics industry
- Knowledge on SAP
- Good command of English
- Good communication skill
- Customer oriented

Vacant Position 5:

Engineer – BI - IT / Department: IT Shared Service Center / Working Location: SSC office, Nanjing

Job Duties:

- Develop & implement strategy on Schenker Asia Pac BI System
- Design & maintain Meta Layer (BO Universes) for various Schenker databases
- Design & maintain BO report structures/ standards
- Support MIS / BO inquiries from users from the region
- Enhance & improve the Schenker Asia Pac BI system
- Manage securities on BO servers and database accesses
- Perform testing, implementation & go-live support

Job Requirements:

- Minimum IT Degree or equivalent experience
- Experience in SAP Business Objects Enterprise XI platform (3 years experience)
- Able to analyze, design & develop Crystal reports & Web Intelligence reports
- Experience in BO Designer creating BO Universes (Meta Layer)
- Experience in Oracle, MSSQL Server databases
- Proficient in Oracle SQL coding & Oracle Data Loader
- Strong analytics & troubleshooting skills in BO system
- Strong communication, interpersonal and organization skills
- Able to communicate (write and speak) in English
- Experience in BO Dashboard, Xcelsius & Voyager (optional, added advantage)
- Knowledge in freight forwarding and logistics (optional, added advantage)
- Some travel may be required

Vacant Position 6:

Engineer – Freight Development - IT / Department: IT Shared Service Center / Working Location: SSC office, Nanjing

Job Duties:

- Understands technical and functional design requirements
- Identifies system deficiencies and recommends solutions
- Occasionally provide inputs in terms of physical and logical database design
- Creates prototypes for client engagements
- Design & develop perl based programs based on existing framework
- Perform impact analysis for change requests
- To provide 3rd level support on freight applications and other related systems.
- To complete all documentation in accordance with the company's software development methodology / procedures.
- To provide SIT (System Integration Testing) Test Plans and review SIT testing results including provision of recommendation for Change Control in the event of SIT testing failure

Job Requirements:

- Knowledge in Perl and Mason Perl is preferred or knowledge in PHP, willing to learn
- Perl on the job
- Free BSD
- Good understanding of file / data interface concepts
- JavaScript, HTML
- Strong knowledge in SQL Query languages (Postgres 7.x & Sql Server 2008)
- Shell Scripting language
- Thorough understanding of the Software Development Life Cycle
- Strong communication, interpersonal and organization skills
- Must be able to communicate (oral and written) using English language
- Experience in the supply chain industry (advantage)
- Some travel may be required

Vacant Position 7:

Engineer – Service Desk - IT / Department: IT Shared Service Center / Working Location: SSC office, Nanjing

Job Duties:

- Handling inbound emails & calls from users,
- Provide technical support based on SOP and follow up outstanding cases
- Handling customer Service Request
- Being part of IT helpdesk team and be the first point of contact of the users
- Escalate and dispatch emails & calls to Support Engineers for further assistance and problem resolution
- Capture & document cases following the process
- Other work required by team leader.

Job Requirements:

- Experience in Customer Service field
- Able to work independently & systematically
- Possess experiences of dealing with different parties
- Good customer service, communication and interpersonal skills
- Good command of written and spoken English and Chinese
- Degree in Computer Science is preferred

Vacant Position 8:

Key Account Executive / Department: Samsung management / Working Location: Raffles City, Shanghai

Job Duties:

- As contact window from Key account to operation, help solve all shipment related matters to maintain and continuously improve the service quality.
- Handle and solve claims and complains from key account through analyzing and investigation.
- Strictly follow and Implement company credit policy, monitor and collect the outstanding accounts of the clients.
- Prepare monthly report to monitor the performance
- Generate business report upon customer requests

Job Requirements:

- University degree or equivalent
- Minimum 2 years working experience in freight forwarding company and previous experience preferable from Sales/Key Account or Freight operation.
- Good at Microsoft office, epically Excel
- Fluent in **Korean** and English
- Good communicator and team player
- Quick response upon customer requests and strong problem solving skill
- Quick learner and pay attention to details