

Hong Kong

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Customer Services Representative

The incumbent is responsible for handling customers' bookings and declarations, monitoring transportation issues, tracking and tracing shipments, and preparing monthly performance reports.

Requirements:

- Certificate/Diploma Holder
- Minimum 1-year customer services experience in logistics industry
- Good command of written and spoken English and Mandarin
- Good communication skills and customer-oriented
- Computer literate. Proficiency in MS Office including MS Word and Excel
- Willing to work overtime
- Work location: Chek Lap Kok

Documentation Clerk

The incumbent is responsible for performing air operations role including data entry, filing, scanning and preparing full set shipping documents.

Requirements:

- F.5 or above
- At least 1-year clerical experience
- Good command of written and spoken English
- Proficiency in MS Office including MS Word and Excel
- Willing to work on shift duty and overtime
- 6 days work
- Work location: Chek Lap Kok

Analyst Programmer

The incumbent is responsible for maintaining all major application systems and their proper usage by internal staffs, and working on the application design and programming.

Requirements:

- University or Polytechnic graduate in Computer Science or equivalent
- At least 3 years working experience in IT
- Strong knowledge in Java, SOAP and XML
- Solid experience in MSSQL and SQL programming
- Familiar with web application development
- Freight Forwarding / Logistics industry working experience is a definite advantage
- Experience in C#.NET, WMS and EDI is an advantage
- Excellent interpersonal skills and communication skills
- Good command of written and spoken English, Cantonese and Putonghua
- Working Location: Kowloon Bay

Business Analyst

The incumbent is responsible for understanding requirement from customers, designing solutions and estimating resources.

Responsibilities:

- Sales support and business development e.g. RFQ, building pricing model
- Identify best known methods and develop solution kit for sales
- Analyze data and prepare proposal/presentation
- Prepare regular reports to management
- Manage the contract with customers and subcontractors

Requirements:

- University graduate or equivalent, major in Management or Finance or Logistics
- Minimum 2 years related working experience
- Strong analytical skills
- Proficient in both written and spoken English & Mandarin
- Computer literate. Proficient in MS Office, including Word, Excel & PowerPoint
- Immediately available is preferable
- Work location: Tsing Yi

Operations Supervisor

The incumbent is responsible for leading a team to provide effective and efficient logistics service to customers.

Responsibilities:

- Monitor and ensure the shipments/ order information are proper entered, received, manipulated, updated and recorded to the computer system in accurate and timely manner
- Maintain good channels and effective communication with customers, Operations team, sub-contractors and other departments for both sides benefit
- Establish and carry out proper working procedure and make a proper corrective and preventive action through the analysis and investigation of problems, feedback and complaints
- Set-up and review guidelines, standard operations procedure (SOP) and key performance indicator (KPI) to monitor the team's performance
- To ensure optimal resources are planned and utilized in terms of facilities and equipments, system application, people and related information data
- Perform any other duties as assigned by Management

Requirements:

- Form 5 or above preferably Diploma holder of Logistics Management
- Minimum 3 years experience in third party logistics operations with 2 years in leading operations team in a sizable company
- Independent, strong personal motivation and well disciplined
- Knowledge in quality management system such as ISO and DG Handling procedures
- Excellent communication and interpersonal skills
- Computer literate, good command of written & spoken of English and Mandarin
- Immediately available is preferable
- Work location: Yuen Long / Tsing Yi

Documentation Clerk

The incumbent is responsible for assisting in day-to-day operations of Oceanfreight Department which include handling the shipping documents and billings, proper filing and delivering the documents to the correct parties on time.

Requirements:

- F.5 or above
- At least 1-year clerical experience
- Good command of written and spoken English
- Proficiency in MS Office including MS Word and Excel
- Hard working and willing to learn
- Work location: Kowloon Bay

Operations Clerk

The incumbent is responsible for assisting in day-to-day operations of Oceanfreight Department which include communicating with contractors, co-loaders/carriers, forwarding documents to customers, answering customers' enquiries and providing solutions.

Requirements:

- F.5 or above
- 3 years relevant experience in Oceanfreight forwarding
- Familiar with import or export whole set documents and procedures
- Good command of written and spoken English
- Proficiency in MS Office, including MS Word and Excel
- Hard working and ability to work under pressure
- Work location: Kowloon Bay

Operations Supervisor

The incumbent is responsible for assisting in daily operations of Oceanfreight department including dealing with and monitoring the performance of contractors, co-loaders/carriers; communicating and liaising with overseas offices/agents and attend to all ocean related problems, customers' requests and inquiries; checking all related billings and signing all payment invoices and house bills of lading on behalf of the company and perform any ad hoc projects.

Requirements:

- F.5 or above
- Minimum 4 years experience in Oceanfreight forwarding or related field
- Familiar with export whole set documents and procedures
- Strong analytical, communication and interpersonal skills
- Good command in spoken Mandarin and English
- Computer literate. Proficient in MS Office including Word and Excel
- Willing to work overtime
- Work location: Kowloon Bay

Account Management Executive

The incumbent is responsible for acting as the main contact person in co-coordinating all activities of the assigned important account, including control the tariff, update and keep the record, coordinate all urgent issues between the important customers and Schenker operations and Customer Service department.

Requirements:

- F. 7 or above
- At least 1 year relevant experience in freight forwarding and logistics industry. Candidates with more experience will be considered as Senior Account Management Executive
- Strong communication and inter-personal skills
- Proficient in both spoken and written English and Mandarin
- Computer literate. Proficient in MS Office, including Word, Excel & PowerPoint
- Work location: Kowloon Bay

Business Development Executive

The incumbent is responsible for developing new business, maintaining relationship and monitoring all activities related to the clients.

Responsibilities:

- Conduct sales activities within the assigned geographic area to achieve revenue and gross profit objectives
- Maintain and develop new opportunities and business relationships through cold calling
- Facilitate and conduct joint sales call with Tradelane Sales, Operation Manager and Overseas visitors
- Keep customers constant update of product development
- Provide sales plan development, execution and weekly itinerary

Requirements:

- Degree in Transportation or Business Administration or related discipline
- 1 year Sales experience in Freight Forwarding
- Familiar with Airfreight and Oceanfreight business
- Presentable and customer oriented
- Good command in English and Mandarin
- Hands on computer skills (MS Word & Excel) are pre-requisite
- Work location: Kowloon Bay

Business Development Manager

The incumbent is responsible for developing new business, maintaining relationship and monitoring all activities related to the clients.

Responsibilities:

- Conduct sales activities within the assigned geographic area to achieve revenue and gross profit objectives
- Maintain and develop new opportunities and business relationships through cold calling
- Facilitate and conduct joint sales call with Tradelane Sales, Operation Manager and Overseas visitors
- Keep customers constant update of product development
- Provide sales plan development, execution and weekly itinerary

Requirements:

- Degree in Logistics or Business Administration or related discipline
- 5 years Sales experience in Freight Forwarding
- Familiar with Airfreight and Oceanfreight business
- Presentable and customer oriented
- Good command in English and Mandarin
- Hands on computer skills (MS Word & Excel) are pre-requisite
- Work location: Kowloon Bay
- Candidate with less experience will be considered as Assistant Sales Manager

Customer Services Assistant

The incumbent is responsible for customers' bookings and declarations, monitoring transportation issues, tracking and tracing shipments, inventory management, analysis, preparing monthly performance reports, and performing regular reviews with customers.

Requirements:

- Minimum F.5 standard
- 1 year experience in Logistics/Freight forwarding or related area preferred
- Good communication and presentation skills
- Knowledge in import/export documents and procedures is an advantage
- Good command of English and Mandarin
- Computer literate. Proficient in MS Office, including Word & Excel
- Working Location: Tai Po

Operations Clerk – Freight

The incumbent is responsible for handling import / export trade declaration, documentation and data update to meet customer and operations needs. This includes coordination with shippers to arrange the pick-up of shipments and issuance of invoices, etc.

Requirements:

- F.5 or above
- Minimum 1 year's working experience, preferably in freight forwarding and logistics industry
- Good command of written and spoken English
- Proficiency in MS Office, including MS Word and Excel
- 45-hour a week and willing to work in shift schedule (09:00 - 18:15, 14:15 - 23:25)
- Alternative Saturday
- Work location: Tai Po

Security Officer

The incumbent is responsible for implementing the Security, Environmental Health & Safety (EHS) strategy to ensure a safe environment for its staff and secured warehousing for high value cargo of customer.

Responsibilities:

- Manage the sub-contracted security guarding on site
- Implement the Company Security & EHS policies into operations and work with the operations team to ensure 100% implementation
- Monitor the Security & EHS policies to ensure compliance, take corrective action if there are problems
- Co-ordinate with customer representatives and its suppliers for issues related to security & EHS issues
- Manage internal system and procedure audits (includes but not limited to TAPA-A) periodically
- Manage the pre-defined security & EHS system and responsible for the system maintenance
- Perform any special duties/projects as assigned by the management

Requirements:

- Degree holder in Industrial Engineering, Logistics Management or Business Management
- Experience of project management is a prerequisite
- Minimum 3 years of experience in manufacturing or logistics
- Preferable with quality system audit experience
- Knowledge of logistics, airfreight and ocean freight is an advantage
- Knowledge of Health & Safety is an advantage
- Proficient in both written and spoken English and Chinese; Putonghua is a plus
- Working location: Tai Po
