



JOB DESCRIPTION

TITLE: Customer Service Administrator

REGION: SE Asia (Singapore Office)

REPORTING TO: Elvin Wong (Regional Marketing Director)

MAIN RESPONSIBILITIES:

Internal – Provide backup support to the Marketing Director for all lease related matters. (75%)
This position is also responsible for the administration support for the Singapore office. (25%)

External – Establish and maintain relationships with our customers and vendors to maximize efficiency in carrying out their duties.

General duties:

Customer Service

- Prepare Stock availability report for customers on weekly basis or when necessary
- Prepare mthly onhire/offhire reports or reports for lease analysis
- Coordinate with customer/depots on bookings to ensure timely pickups
- Handle customer booking and stock enquiries
- Assist with preparation of LDR Checking of lease contract terms in documentation
- Check lease terms are correctly captured in the lease contracts and in system
- Help address and resolve any customer problems
- Follow up on necessary documentation with customers, ie lease schedules/GTCs/Insurance
- Help to monitor customer payment status

Administrative

- Procurement of office supplies
- Collect and consolidate leave applications for record keeping
- Help with travel or hotel arrangements
- Liaise with vendors such as telecom service provider/IT vendor/hotels/couriers
- Primary contact for HR related matters with head office.
- Assist with organizing of events when necessary

Operations

- Communicate with depots on customer's requirements
- Liaise with depots on onhire or offhire surveys
- Assist with repo or one way of equipment.
- Provide backup to Operations when needed

QUALIFICATIONS/EDUCATION

Diploma or higher

Some experience in Container leasing or Shipping industry preferred

Computer literate with Proficiency in Excel/ Word/ PowerPoint

OTHER REQUIREMENTS

Bilingual with proficiency in English and Mandarin

Good communication and interpersonal skills

Self-motivated and pro-active

Well organized, thorough and meticulous