



Q EXPRESS LINE SDN BHD (670050-P)
QEL SHIPPING SERVICES SDN. BHD. (502696A)
(a subsidiary of LKC Holdings)

Tel: +60356236200 Fax: +60356236201 Email: enquiry@gel.com.my Web: www.gel.com.my

POSITION DESCRIPTION

Position Title:	CUSTOMER SERVICE CUM DOCUMENTATION OFFICER
Reports To:	CUSTOMER SERVICE MANAGER / EXECUTIVE
Position Supervises:	NIL

1. POSITION SUMMARY

Key coordinator responsible for day to day commercial related matter, keeping existing customers updated of any trade related changes, attending to incoming enquiries from existing / potential new customers and ensuring customer satisfaction to the highest level.



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2. FUNCTIONS AND ACCOUNTABILITY

Customer Service

Responsibilities and functions include following but not limited to:

- Attending to customers' enquiries – taking ownership in ensuring all commercial enquiry and concerns of customers are addressed to the satisfaction of customers and promptly. Responsible for:
 - booking confirmation
 - schedule update.
- Booking summary – ensure timely submission and accuracy through regular dialogue with Customer Service Manager, sales team and contact with customers via telephone.
- Work out feeder connection where applicable.
- Working with both Softship and local in house system
 - Booking
 - Freight
- To monitor booking regularly with customers to ensure its accuracy – minimize last minute shortfall or surge in bookings.
- To monitor cargo presentation – timely, accuracy of measurement, weight and packing type.
- Regular communication with operations, logistics and documentation personnel to ensure all shipment smooth sailing.
- Regular communication with Principal office – Trade / Ops / Planner – for space / booking / waitlist confirmation etc.
- Provides sales supports to sales team members.

Documentation

- Dealing with all matters relating to Documentation i.e. BL (Bill of Lading) and Invoice.
- Obtain SI (Shipping Instruction) from shippers for draft BL issuance.
- Prepare original BL once vessel sailed.
- Prepare and submission of manifest for destination port.
- Send K5 Forms for custom & Port Authority
- Update both principal Softship and local GIMS systems within specified timeframe.
- Ensure voyage close within specified timeframe – usually 5 days upon vessel sail.
- Ensure KPI set in documentation unit is met – CTM, closure of manifest etc.
- Other duties as assigned.



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3. EDUCATION, EXPERIENCE & SKILLS REQUIREMENTS:

EDUCATION & EXPERIENCE:

- Minimum STPM OR Diploma.
- Experience and knowledge in documentation (shipping agency / line) would be an added advantage

SKILLS & BEHAVIOURS

- Good command of English – both written and spoken
- Meticulous and systematic in process of carrying out task(s)
- Ability to work under pressure and independently
- Interest in International Business and related field
- Computer skills – experienced with MS office
- Motivated and enthusiastic team player – willingness to help out wherever possible and motivate others.
- Hands on and “Can do” attitude

4. PRINCIPAL WORKING RELATIONSHIPS

INTERNAL

- Customer Service Manager
- Business Development Managers & relevant QEL Shipping Staff
- Sales managers, sales and customer service staff
- Malaysian agency staff (all appropriate departments)

EXTERNAL

- Customers
- Overseas Agents
- Service providers

[APPLY](#)