

<b>DEPARTMENT:</b> Operations (containers & tanks)	<b>DATE:</b> June 2017
<b>LOCATION:</b> Singapore	<b>Region covered:</b> Asia Pacific
<b>REPORTS TO:</b> Regional Manager	<b>Line Manger Duties:</b> n/a
<b>Qualifications Required:</b> University degree or equivalent	<b>Key Communications:</b> Suppliers, customers and colleagues

**Company Overview**

We are a privately owned, entrepreneurial leasing company founded in 1997 with a fleet of 150,000 TEU comprising of dry freight containers, reefers and tank containers. We have a worldwide customer base servicing shipping lines, including some of the top 25 global shipping lines, the chemical and food manufacturing industries as well as the logistics sector. Some of our major customers include MSC, CMA CGM, Yang Ming, Arkema, Bayer, Cosco VOTG, Hoyer, Monsanto and Sasol. With our flat organization structure we are able to turnaround decisions quickly and offer customers flexible leasing services.

Our Singapore regional office oversees all our business activities in Asia Pacific supported by our network of agencies across the region such as Korea, Taiwan, Australasia, India & the Middle East. The successful candidate can expect to be enrolled into the Company's Bonus Scheme and health care is also provided as part of the remuneration package.

**Job Summary**

The customer service assistant role will focus on efficient turnaround of equipment to make available for both leasing and/or selling. Tracking and updating unit movements using the Asset Management System (AMS) will be an essential part of the role. Being organised, planning ahead and prioritising tasks are all necessary to co-ordinate the network of depots and other suppliers.

**What we're looking for**

- A diligent and detailed person who has a good understanding of systems
- Experienced in tank containers
- Excellent communication skills to handle both customers and suppliers queries in multiple countries
- A competent user of I.T. software to manipulate data and present quality reports to the Management Team
- Someone who can effectively manage their time and respond to urgent queries
- Hard working individual with a positive attitude

**Job Responsibilities**

- Daily unit movement checks and updating the AMS by manual/ EDI
- Track and control unit movements in the container life cycle
- To ensure timely and accurate data inputs to AMS
- Handle all customer queries via the generic mailbox timely and efficiently
- Manage booking & redelivery activities according to the contract terms and the company SOPs
- Follow up repair recharges with customers in accordance with the operation procedures
- Coordinate with all operational suppliers to assist with a timely turnaround of units
- Checking suppliers' invoices in accordance with the company SOPs
- Prepare weekly and monthly reports for internal and external use
- Assist with processing new/used equipment sales and handle customer queries
- Flexibility to deal with the requirements of a global business
- Attend customer/supplier meetings as necessary

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Open to **Singaporeans** and/or **PRs** only. Send us your CV to [hr@unitas.bm](mailto:hr@unitas.bm) and apply today!

Please be advised that only applicants who are invited for an interview will be notified.