

Operations and Customer Service Specialist (Malaysia)

Welcome to Floship, where we specialize in e-commerce fulfillment services tailored for business owners and brands with a global online reach. Our venture-backed company proudly stands among the top 100 Financial Times ranked Asia-Pacific High-Growth Companies, reflecting our commitment to excellence.

At Floship, we thrive on a dynamic start-up culture that fosters collaboration and innovation. Our aspiration is to collaborate with exceptional individuals who share our vision and passion for success.

We are seeking a highly motivated and detail-oriented Operations and CS Specialist to join our growing team.

Responsibilities:

- **Daily Operations:** Manage daily warehouse and courier coordination with third-party logistics providers (3PLs) and support
- **SLA Compliance:** Ensure that 3PL service level agreements (SLAs) are consistently met.
- **Customer Service:** Support daily tickets and escalations coordination.
- **Order Processing:** Collaborate closely with the orders/processing team to ensure timely preparation of orders and documents.
- **Continuous Improvement:** Identify areas for operational improvement and support new process developments.

Qualifications:

- **Experience:** Previous experience in warehousing or courier operations is preferred.
- **Knowledge:** Understanding of logistics, warehousing and courier.
- **Startup Culture Adaptability:** Comfortable working in a dynamic startup environment where challenges are part of the process.
- **Tech-Savvy:** Eager to learn and adapt to new technologies; proactive in trying out new cloud-based applications to solve problems.
- **Project Management:** Experience participating in projects end-to-end with accountability for delivering on time.
- **Data-Driven Mindset:** Strong analytical skills with a focus on data-driven decision-making and research.
- **Flexibility:** Able to work on Malaysian public holidays with replacement leave after and comfortable with full-time home office arrangements.

Here's what we've got for you:

- A lively and exciting work environment with plenty of challenges to keep you engaged.
- We're all about your personal and professional growth - count on us to support you every step of the way.
- Our team is a colorful mix of people from around the world, celebrating diversity and inclusion.
- From day one, you'll have the chance to make a real impact in our fast-growing global company
- Working from Home: Embracing the benefits of a remote setup, you'll have the opportunity to work from home, eliminating the need for daily commutes and providing you with a more convenient and efficient work arrangement.
- Flexibility: We value the uniqueness of each team member and recognize that different individuals thrive under different circumstances. With that in mind, we offer flexible working hours, empowering you to schedule your workday around your personal needs and commitments.
- Remote Work: We understand the importance of flexibility, so you'll have the option to work remotely, allowing you to work from the comfort of your home or any location that suits you best.

At our company, we believe that a supportive and inclusive work environment coupled with remote work and flexible options can contribute to a fulfilling and balanced professional life. You'll have the chance to tackle exciting challenges, grow both personally and professionally, and engage with a diverse group of individuals from all around the world.

Join us at Floship, where your expertise and dedication will be instrumental in shaping the future of e-commerce fulfillment, and together, we'll achieve remarkable milestones!