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Customer Service Executive / Logistics Coordinator

Employment Type
Full-time

Job Location
JAFZA, Dubai, United Arab Emirates

Industry
Logistics & Supply Chain

Description

Summary :

The Customer Service Executive / Logistics Coordinator plays a key role in managing client relationships and coordinating logistics operations. This role ensures smooth execution of warehousing, transportation, and distribution services while maintaining high levels of customer satisfaction and operational efficiency.

Key responsibilities

- Act as the primary point of contact for assigned customer accounts.
- Handle customer inquiries related to shipments, inventory, and service issues.
- Provide timely updates on order status, delivery schedules, and exceptions.
- Maintain accurate records of customer interactions and service requests.
- Coordinate inbound and outbound shipments across warehousing and transport functions.
- Liaise with internal teams (warehouse, transport, customs) and external partners (freight forwarders, carriers).
- Ensure timely and accurate documentation including delivery notes, invoices, and customs paperwork.
- Monitor and update Warehouse Management System (WMS) and Transport Management System (TMS).
- Open job files and ensure all data is correctly entered into logistics systems.
- Arrange collection and delivery of goods in line with customer requirements.
- Prepare Goods Received/Issued Notes and share with clients and principals.
- Support customs clearance processes and ensure compliance with UAE regulations.

Qualification & Skills

- Bachelor’s degree or diploma in Logistics, Supply Chain, or Business Administration.
- 4–6 years of experience in customer service or logistics coordination within a 3PL or contract logistics environment.
- Proficiency in logistics software (WMS/TMS) and Microsoft Office.
- Strong communication and interpersonal skills.
- Ability to multitask and work under pressure.
- Fluency in English; Hindi is a plus.