



Special Service Expert (m/f/diverse)

- 📍 **Location:** Bangkok
- 🔒 **Employment level:** Direct entry
- 🧳 **Function:** Logistics / Cargo
- 🕒 **Working time:** Full time

Are you passionate about logistics, customer satisfaction, and finding solutions in a fast-paced global environment? We're looking for a Special Service Expert to join our vibrant team in Bangkok. If you thrive on handling complex transport solutions and enjoy delighting customers, this is your opportunity to make an impact!

Fresh graduates are welcome to apply!

Tasks

- Serve as the primary point of contact, providing expert guidance and support
- Design, manage, and monitor tailor-made transport solutions across air, road, and rail
- Take responsibility for seamless customs clearance processes
- Oversee shipment execution, coordinate with transport partners, and implement alternative solutions in case of unexpected disruptions
- Support with periodic reporting and documentation according to customer requirements
- Ensure compliance with operational KPIs and uphold high standards in customer interactions, even in challenging situations
- Co-manage and organize bookings for new and existing customers in our network
- Assist in large-scale international logistics projects and tenders
- Support our international branches as part of a central competence team

Behind the scenes



...what if, is what we do when time:matters!

Here at time:matters, we are the experts in high-performance and global special-speed logistics, and we love what we do!

Our more than 330 employees worldwide develop customized logistics solutions for our customers and make the seemingly impossible possible.

Requirements

- Bachelor's degree in logistics or related major; alternatively vocational diploma (with at least 1 year of experience)
- Experience in similar roles in the logistics and supply chain industry is a plus
- Outstanding customer and service orientation, having experience with Life Science (pharma), Automotive or the High-Tech industry (semiconductors) is a plus
- Friendly demeanor, excellent communication skills, high team spirit, and strong problem-solving abilities

- Very good command of Thai and good English skills
- Confident use of Microsoft Office applications
- Willingness to work in shift

This position is open to local and international candidates with valid work permits for Thailand. Please note that relocation expenses are not covered by the company.

Benefits

Company bonus (if applicable)

Shift allowance

Christmas payment

Flight privileges

Subsidized public transport

Development programs / Training options

Company bonus (if applicable), Shift allowance, Christmas payment, Flight privileges, Subsidized public transport, Development programs / Training options

Contact

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Ltd.