**Issue Date: 23-Jan-2024**

SeaCube is looking for an **Operations Coordinator, Singapore** under the supervision of the Regional Operations Director and Operations Manager, would be assisting in handling and monitoring for all depot operational activities in the Asia Pacific region. The **Operations Coordinator** will be guided by operational policies and procedures to ensure that established KPIs are met. The **Operations Coordinator** will also maintain contact with customers and depots in areas such as issuing pre-clears, issuing bookings, responding to customer inquiries, DV requests, customer approval follow-up and general information requests.

**Main Responsibilities**

* M&R cycle management through follow up with depots on overdue estimates and repairs.
* Assist in handling daily operations including redelivery and on-hire booking.
* Assist in handling overdue await customer off hire repair approvals and rebill.
* Handle customer operations related enquiries
* Handle Billing discrepancies with the off-hire depots, customers and Billing department as needed.
* Assist in monitoring depot address & contact, depot rates and depot documents in Rental/Document4000 system.
* Monitor EDI to ensure that gate activity, customer approvals and repair completions are accurate and received in a timely manner.
* Perform other Operations and M&R system related duties as required.

**Qualifications / Skills**

* Strong customer service and interpersonal skills
* Excellent communication skills, verbal and written both English and Chinese
* Detail oriented and organized
* Microsoft Office – Proficient in Outlook, Word, Excel, and PowerPoint
* Bachelor’s Degree (B.S. or B.A.) or equivalent work experience preferred.
* Industry experience preferred.
* Familiar with the use of Electronic Data Interchange (EDI) processes for the transmission of operational and maintenance information.

**FOR ANY INTERESTED PARTIES, PLEASE EMAIL WITH YOUR CV AND EXPECTED SALARY DIRECTLY TO:**

* Stephen Keung ( Asia Pacific Operations Director ) - [skeung@seacubecontainers.com](mailto:skeung@seacubecontainers.com)
* Contact Phone # : +852 2620 6860 or Mobile # +852 9401 7592