

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 (Turn-Time) 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.