

SeaCube is looking for an **Operations Coordinator, Singapore** under the supervision of the Regional Operations Director and Operations Manager, would be responsible 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 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.
- Create on-hire bookings and ensure adequate availability of equipment.
- Provide redelivery (preclear) bookings to customers and cancel expired preclear bookings.
- Establish and build relationships with depots through regular contact to ensure priority service for SeaCube.
- Provide feedback to the Regional Salesperson from depots on market conditions.
- Send out overdue notices on outstanding customer damage approvals.
- Handle Billing discrepancies with the customers and Billing department as needed.
- Monitor depot address files in Rental4000 for accuracy
- Resolve depot storage and handling discrepancies as required
- Monitor EDI to ensure that gate activity, customer approvals and repair completions are accurate and received in a timely manner.
- Report any depot issues impacting daily operations or compromising quality to the Senior Operations & Project Manager.
- Perform other 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.