

Job Posting: Call Center Supervisor - Meson Logistics Solutions

Are you passionate about helping others and have a knack for solving problems? Do you possess a strong understanding of logistics software? If so, we want to hear from you!

Who We Are:

Meson Logistics Solutions is a rapidly growing software consultancy firm headquartered in Kuala Lumpur, Malaysia. We specialize in top-tier supply chain management solutions and serve clients across Southeast Asia, including the Philippines, Vietnam, Thailand, Indonesia, and beyond. (Visit our website: <http://www.mesonls.com>). We are seeking a talented WMS Call Center Supervisor to join our growing team.

In this role, you'll be managing call agents, handling escalations, serving as the primary vendor liaison, and critically, driving the foundational documentation needed to prepare for L1 support and ensure business continuity against agent turnover.

Key Responsibilities:

- **Operational Oversight and Agent Management**
 - Manage the agent schedules and ensure 24/7 shift coverage with the 6 CCAs, using models like the 6-Agent Rotation Schedule.
 - Ensure a smooth Shift Handoff between agents, particularly between the night and day shifts.
 - Track and enforce Agent KPI adherence, including Average Speed of Answer (ASA), Forwarding Success Rate, and Quality Assurance (QA) Score.
 - Conduct monthly reporting on key operational data, including call volume, Average Handling Time (AHT), and forwarding success rates.
 - Do ticket listing on aging tickets to proactively address potential delays and monitor the time taken for each issue to resolve.
 - Oversee the survey feedback process and compile survey statistics to ensure service quality.
- **Documentation, Process, and Training for Turnover**
 - L1 Infrastructure Development: Spend significant, dedicated time documenting and refining procedures for the future L1 support launch (work towards it).
This includes:
Developing the first 10 critical L1 Standard Operating Procedures (SOPs) (e.g., "Reset Password," "Clear Cache").
Creating and validating 20 new Knowledge Base (KB) articles covering common symptoms and required vendor information.
Finalizing the L1 Training Curriculum outline and materials (excluding hands-on training).

- Retraining and Onboarding Process:
 - Ensure all SOPs (like SOP 1: Call Intake and Triage, SOP 2: Priority Classification Guide, and SOP 3: Issue Logging and Vendor Forwarding Protocol) are standardized, accessible, and up-to-date to allow for rapid, standardized onboarding and retraining of new or existing agents.
 - Provide continuous training and coaching to agents based on individual KPI performance and QA audit results.
 - Act as the subject matter expert (SME) during retraining to guarantee new hires can transition immediately to resolution once L1 support is integrated.
- Documentation as Success Metric: Ensure the foundation (SOPs, KB, Training Materials) is complete and ready to be deployed to the existing team or used to train new hires for the full L1 support launch
- **Escalation and Quality Handling**
 - Serve as the final point of contact for internal escalation if vendors fail to acknowledge P1/P2 alerts within the defined timeframe (e.g., 15 minutes).
 - Act as the Vendor Liaison, which is the primary contact for confirming the vendor received the forwarded issue and logging the resolution status.
 - Handle escalations (especially the urgent night calls) to ensure Zero Missed Critical Issues.
 - Ensure all agents follow the correct Vendor Notification Method based on the severity level (e.g., Immediate Phone Call for P1 Critical issues).

To thrive in this role, you'll possess the following:

The Supervisor role requires a blend of leadership, analytical, and operational management skills to ensure 24/7 coverage, manage agents, drive documentation, and act as the escalation and vendor liaison.

Education & Experience (Minimum)

- **Education:** Bachelor's degree in business administration, Communications, or a related field is preferred, or equivalent experience.
- **Experience:** 2-3 years of total Call Center/Customer Service experience, with at least 1+ year in a Leadership, Team Lead, or Supervisory role.
- **Language Skills:** English and Mandarin – both spoken and writing is a must. Others like Malay, Indian is a plus to have.

Core Competencies and Skills

- **Leadership and Coaching:** Must demonstrate the ability to lead, manage, and mentor a team of 6 agents across three shifts, ensuring high performance, low turnover, and effective shift handoffs.
- **Analytical & Reporting:** Must be proficient in data analysis to interpret key performance indicators (KPIs), such as call volume, ASA, and resolution time, and use this data to produce monthly operational reports.
- **Operational Oversight:** Must be able to monitor all open tickets and ensure SOP adherence, checking resolution time, and creating the ticket listing on aging tickets.
- **Process and Documentation Mastery:** Must possess technical writing and process improvement skills to develop, refine, and enforce all Standard Operating Procedures (SOPs) and build the necessary Knowledge Base (KB) for the future L1 support launch, ensuring rapid and standardized retraining in the event of agent turnover.
- **Escalation & Vendor Management:** Must serve as the final point of internal escalation and the primary Vendor Liaison, requiring strong communication to manage critical issues (P1/P2) and ensure prompt vendor acknowledgement.
- **WFM and Scheduling:** Must be able to manage agent schedules to guarantee 24/7 hotline coverage and fair shift distribution among the team members.
- **Software Proficiency:** Proficient in MS Office Suite (especially Excel for reporting) and experienced with call center technologies and Ticketing system.

We value individuals who:

- Possess prior experience in logistics support knowledge.
- Have a strong understanding of support hotline.
- Demonstrate in-depth knowledge of enterprise software systems like ERP, CRM, and WMS.
- Positive and good disposition and enthusiasm to help others.
- Excel in documentation, are highly responsible, independent, possess strong problem-solving skills, and are quick learners.

Ready to Join Our Team?

If you're looking for a challenging and rewarding career, we encourage you to apply! **Please submit your resume and cover letter to HRhire@mesonls.com**

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