

Job Posting: Call Center Agent - 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 Agent to join our growing team.

In this role, you'll be agents for the 24x7 Call Center focused on Issue Registration and Vendor Forwarding (pre-L1 resolution) and eventually into L1/L2 support.

Key Responsibilities:

- **24/7 Hotline Availability and Call Intake:**
 - Maintain 100% adherence to the shift schedule to ensure 24/7 coverage.
 - Answer incoming calls promptly, achieving an Average Speed of Answer (ASA) of < 15 seconds
 - Perform a professional Greeting & Verification of the caller's identity and authority.
- **Accurate Issue Documentation (Issue Registration and Triage):**
 - Capture the core details of the issue using the 4 W's + 1H and focus on symptoms.
 - The 4 W's + 1H:
What system/service is affected?
When did this start?
Who (is the caller, which is captured in the Greeting & Verification step) – during the call.
How (focus on *symptoms*).
Where (is the issue occurring, which may be covered by the **What** and the caller's internal business unit).
 - Determine the correct Priority Classification (P1-P4) (refer Appendix – SOP2) based on the issue's impact, ensuring the severity and urgency are confirmed with the caller to determine the correct priority.
 - Immediately log all captured data into the internal Ticketing System to create the initial ticket.
 - Achieving an average SLA of 95%+ on issue logging forms.

- **Flawless Vendor Forwarding and Escalation:**
 - Based on the issue type and Priority Classification, assign the ticket to the correct internal Vendor Queue.
 - For Critical (P1) and High (P2) issues, immediately follow the defined notification protocol: Phone call to the Vendor On-Call Line, followed by email, or an Immediate Email Alert.
 - Ensure the vendor notification includes the original caller's contact details and the ticket number for direct follow-up.
 - Set the caller's expectation regarding Next Steps & ETA before forwarding the issue.
 - Achieve a Forwarding Success Rate of 100% (accurately logged and forwarded to the correct vendor).
 - Perform internal escalation to the Supervisor if the vendor does not acknowledge S1/S2 alerts within the defined timeframe (e.g., 15 minutes).
- **Ticket Management and Closure:**
 - Update the ticket status to “Forwarded to Vendor - Awaiting ACK”.
 - Participate in the Vendor Confirmation Loop process to log vendor acknowledgement for forwarded issues.
 - Assist the Supervisor in the documentation and refinement of Standard Operating Procedures (SOPs) and the Knowledge Base (KB) during low-volume time.

Education & Experience (Minimum)

- Education: High School Diploma or equivalent (A Bachelor's degree is a plus but not required).
- Experience: 1+ years of experience in a high-volume Customer Service, Call Center, or Help Desk environment is preferred, or strong experience in data entry and communication-intensive roles.
- English and Mandarin – both spoken and writing is a must. Others like Malay, Indian is a plus to have.
- Must be able to speak clearly and professionally, and write detailed, technical information (for vendor tickets) without jargon.
- Must meticulously capture all the 4 W's + 1H and the correct Priority Classification (P1-P4) into the ticketing system.
- Must have computer literacy and multitasking skills to be proficient in using multiple applications simultaneously (e.g., telephone system, ticketing/CRM software, Knowledge Base/SOPs) while speaking to a caller.
- Able to maintain a high QA score for documentation.
- Soft Skills: Empathy, Patience, and Composure Under Pressure to demonstrate the ability to remain calm when dealing with frustrated callers (especially P1/P2 incidents) and manage high call volume to meet ASA goals.
- Directly supports building customer trust and successful initial call intake.

Able to work during shift hours as below:

Agent Shift Structure (8-Hour Shifts)

Day Shift (D): 7:00 AM – 3:00 PM

Swing/Mid Shift (S): 3:00 PM – 11:00 PM

Night Shift (N): 11:00 PM – 7:00 AM

Off (O): Scheduled Day Off

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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