Process Associate

Deadline:
01-12-2026

Contact person:
Gerald John Pastores

Office:
Manila, Alabang (SSC), Philippines

Location:
Alabang–Zapote Road, 1780, Muntinlupa

SGL Manila (Shared Service Center), Inc is currently hiring for Process Associates:

•Freight Forwarding

•Rate Management

Roles and Responsibilities:

•Perform the daily update and execution of business processes for the Shared Service Center ensuring that standard operating procedures are completely followed.

•Delivers performance based on timeliness, accuracy and productivity targets.

•Ensure that all requests for code creations, shipment registration, booking creations, milestones update, tracking and tracing of shipments are done in a timely manner.

•Meet the required KPI to guarantee customer satisfaction.

•Other ad hoc tasks that may be assigned from time to time.

•Performing data entry for order and load tracking and tracing.

•Closely monitoring freight via multiple detailed websites to ensure accurate departure and delivery times.

•Running daily and weekly tracking reports.

•Other duties as assigned.