

Process Associate

Deadline:
01-10-2025

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.

Contact person:
Gerald John Pastores

Office:
Manila, Alabang (SSC), Philippines

Location:
Alabang-Zapote Road, 1780,
Muntinlupa