



**Records Management
Worldwide Movers
Relocation**

You deserve the best

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Job Title: Customer Service Executive 客戶服務專員

AGS Four Winds Taiwan

福運國際有限公司

工作地點: 台北市南京西路 36 號 7 樓-2 (近捷運中山站)

Industry

Transportation/International Shipping/ Logistics/ Relocation/ HR Management Consulting Service
國際安居搬遷

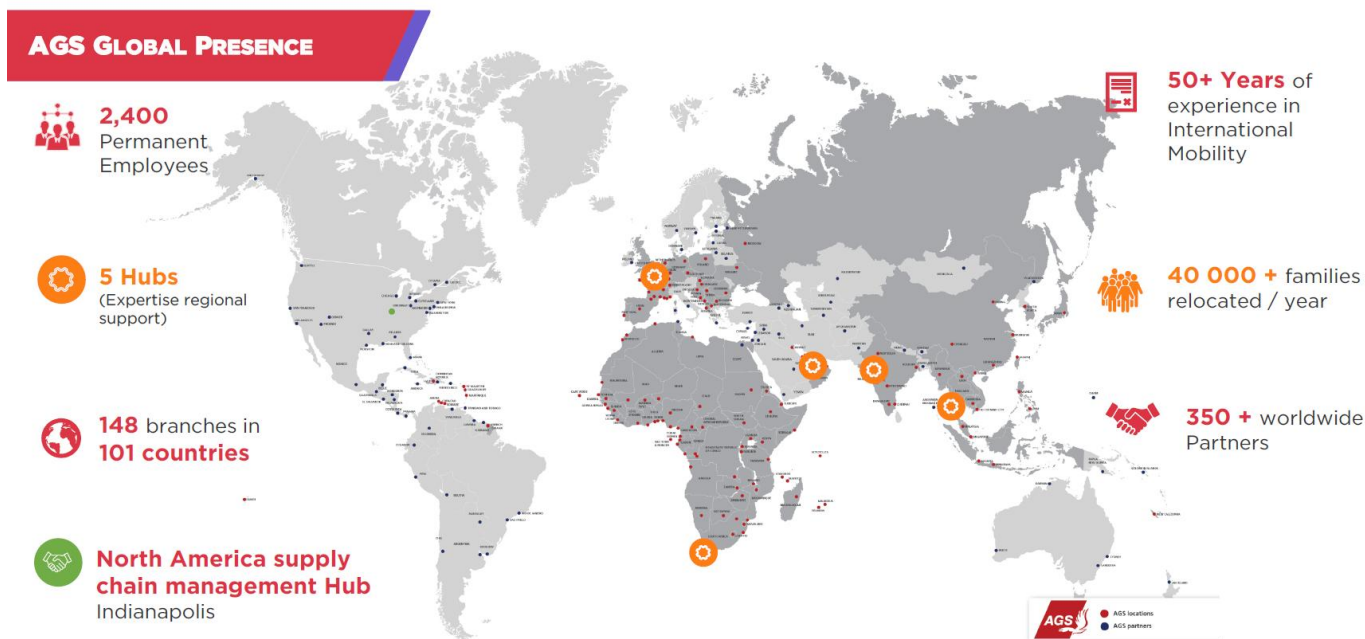
AGS Group 是一家提供國際搬遷安居 (international mobility) 的跨國集團，總公司位於法國的巴黎，於西元 1974 年創立，在全球市場深耕超過 50 年，目前全球有超過 101 個國家設有 148 各分公司，版圖遍及亞太、歐洲、中東及非洲及法國海外領地等。除了在歐洲與非洲各國具極高的市場佔有率，亞太市場也是 AGS 自 2005 來積極耕耘的市場 目前遍及 14 個國家共有 25 各服務據點 包含在台北、上海、北京、日本、韓國、印度、越南、香港、新加坡、泰國等。每一年協助超過 85,000 個家庭外派安居的服務。可提供的在地化一站式服務包括 Door to door 國際搬遷、安居服務 跨文化訓練 安排住處與學校等服務。服務客群遍及各大外商、全球化之台商及政府機關、國際學校、大使館等。

AGS Taiwan (分公司) 創立於 1998 年, 是 AGS Group 旗下子公司，2025 年全球集團歡慶成立 50 周年，而 AGS Taiwan 也於 2026 年迎來深耕台灣第 27 周年，我們誠摯歡迎您加入我們的團隊，一同延續集團五十年的專業傳承，共創未來！

AGS Taiwan is a 100% subsidiary of the AGS Group, a world leader in international removals storage and relocation. With 148 locations in 101 countries, the AGS Group has one of the largest networks in the global mobility industry, assisting more than 85,000 families with their relocations every year. As a full-service provider, we provide relocation and removal service for our customers and their families, who rely on us to move them seamlessly across the world, door to door.

A leading name in the moving & relocation industry is seeking a customer service executive to join their team based in Taipei.





Purpose of Job

- ✓ To represent the company to the clients
- ✓ To provide the highest possible level of customer service.
- ✓ To manage the relationship between the company and clients, getting and keeping contact, following up the files, keeping a sales back-up
- ✓ To provide administrative support and perform general clerical and office administrative duties
- ✓ To coordinate international and domestic freight movements, including booking shipments, preparing documentation, and tracking cargo from origin to destination

Key Responsibility

1. Prepare the monthly contribution %, production% for reporting purposes
2. To ensure with the clients that the administrative file (export/ import documentation) is duly filled and completed and support relocation/ immigration service
3. To promptly follow up on rate requests
4. To book freight at best available rate and ensure the bill with accuracy
5. Communicating with clients, partners, vendors and internal teams to provide updates, resolve issues, and ensure timely delivery
6. To ensure subcontractors have detailed job instructions
7. To ensure the pre alert is sent in timely manner to other AGS offices or selected destination agent
8. To provide regular updates on shipment status to clients
9. Issue the Arcania invoice for inbound and outbound shipments and liaise with accounting
10. Process entries and generate job file in the Arcania system accurately and in accordance with company procedures
11. Insurance report and coverage extension application, handle insurance claim
12. Inbound shipment coordination, import documents preparation and monthly shipment analysis
13. Ensure that all necessary items are processed in group Arcania system
14. Regular sales call with local embassy, corporates and inbound corporate clients
15. Provide general administrative work on an ad-hoc basis

Requirement

具備良好的溝通表達與人際互動能力，積極主動、樂於學習，做事細心且具高度責任感，樂於協助他人並具服務熱忱。對國際事務及跨文化交流具高度興趣，具備良好的中英文聽、說、讀、寫能力，熟悉 Microsoft Excel、資料整理與數據維護，並具備獨立思考、主動尋求解決方案、良好的電腦操作能力。

1. Relevant experience in sales support, customer service administration, or customer service is preferred. Candidates with 2 or more years of experience will be an advantage.
2. Proven record of organizational skills and accomplishments
3. Good oral and written communication in Chinese and English
4. Proficiency using Microsoft Excel
5. Attentive to details, good analytical and problem solving skills
6. Training/education: Bachelor's Degree preferred
7. Personable, friendly and able to communicate clearly and concisely
8. Strong sense of responsibility and self-motivated
9. Strong ability to multi-task, meet deadlines, and exceptional organizational skills

Contact: taiwan@ags-globalsolutions.com +886 2552 1391 Ms. Tsao

Interested parties please apply with full resume together with cover letter and date available by email to taiwan@ags-globalsolutions.com

請將簡歷、求職信連同期望薪資和最快入職日電郵致:

taiwan@ags-globalsolutions.com

Personal data collected for recruitment purpose only/ 個人資訊只用於招聘用途

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AGS GROUP PRESENTATION

1974

50 + years of
experience in
international Mobility



Global network of
148 locations
in **101 countries**



2 400 + highly
qualified employees



40 000 + families
relocated / year



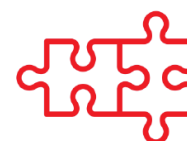
Serving over
500 corporate clients
globally



A worldwide network of
350 partners



Accreditations
Internationally
recognised



Tailor-made solutions to
meet customer needs

