

企業詳細

企業名	コンセントリックス + ウェブヘルプ
企業詳細	<p>■事業内容 / Company Profile Concentrix + Webhelp is a global company with 40 years of industry knowledge in high tech companies. We are in solid partnerships with a lot of world leading technology brands, our target is to provide expert solutions as well as support for our clients on their smooth product operation and prompt technical issue resolution.</p> <p>■企業PR / Company PR Work with a global customer services company operating across 40+ countries serving customers in 70+ languages. From diverse background, languages, countries come together to deliver exceptional business outcomes for some of the world's largest brands.</p> <p>■募集職種 / Open Positions Advisor I, Customer Service</p> <p>●職種 / Positions Customer Service Representative / Content moderator</p> <p>●仕事内容 / Job Description -The Advisor I, Customer Service position interfaces with customers via inbound calls, outbound calls, or through the Internet depending upon client requirements. This position provides customer service support and resolution of routine problems regarding client's product or services.</p> <ul style="list-style-type: none"> • Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') • Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer • Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer • Greet customers in a courteous, friendly, and professional manner using agreed upon procedures • Maintain basic knowledge of client products and/or services • Prepare complete and accurate work including appropriately notating accounts as required • Participate in activities designed to improve customer satisfaction and business performance <p>●勤務地 / Work Locations KL Sentral</p> <p>●待遇 / Salary RM8,500~RM10,000</p> <p>●応募条件 / Qualifications</p> <ul style="list-style-type: none"> • Bachelor's Degree with six months of relevant experience preferred • Courteous with strong customer service orientation • Strong computer navigation skills, Keyboarding Skills, internet surfing and PC Knowledge. • Ability to effectively communicate, both written and verbally as a bilingual speaker for first language of support as well as English (B2).
設立	1983
従業員数	10,000
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