

Job Detail

Executive Level

Position Title	Chat Support
Recruiter Company	Career International FOS Sdn Bhd
Company Name	
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	Customer Service - Customer Support Customer Service - Other
Industry	Staffing Agency
Location	Asia Malaysia
Job Description	<p>SUMMARY: The Client Service Associate is to help support the project's advertisers worldwide through chat, email, and callbacks.</p> <p>DUTIES AND RESPONSIBILITIES: Understand customer enquiries and respond via applicable channels: email, chat, and call backs Understand customer enquiries and ensure they are answered or routed through the appropriate support channel Manage customer escalations and ensure that these are answered, tracked, and escalated as required Perform all procedures accurately, including following project's documented call flows, work processes, data entry requirements, and complaint management processes Ensure all SLAs are met accordingly Demonstrate a strong customer service orientation and take responsibility to ensure customers are satisfied Provide a high level of professionalism and competent customer service Able to communicate effectively with customers in a friendly and polite manner following the project processes Able to read, write, and speak fluently and spontaneously in both English and, for native speakers, in their native language such as Nihongo - Japanese</p> <p>Screening Process 1. Assessment to be done 2. Interview with hiring managers</p> <p>etc -EP process will be taken care by company - Interview will be conducted online</p>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	Depends on experience
Salary Description	complexity allowance