

## Job Detail

Entries Level

Position Title	Customer Service (Health Care)- Malaysia
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Customer Service - Customer Support Customer Service - Other
Industry	Medical/Healthcare Services
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Provide primarily customer service based phone support to Healthcare Client customers.</p> <ul style="list-style-type: none"> <li>-Activate and engage with client/customer whilst providing accurate information of customer's issue at hand.</li> <li>-Accurately record and update customers' cases into Healthcare Client's CRM and trackers following appropriate processes.</li> <li>- Provide accurate and understandable information to all customers and support partners.</li> <li>- Ensure customer issues and/or complaints are either addressed or escalated to the appropriate level, whilst ensuring follow through in all cases.</li> <li>- Ensure all follow ups are done in a timely manner.</li> <li>- Ensure all SLA's are met appropriately.</li> <li>- Maintain high level of customer satisfaction whilst maintain a professional manner.</li> <li>- Be familiar with all policy, processes, and product knowledge and escalation paths.</li> <li>- Remain polite, patient and courteous with customer throughout the experience.</li> <li>- Ensure the end to end experience for all customers is at a high level of customer satisfaction</li> </ul> <p>Visa Sponsored: Office location at Malaysia.</p>
Company Info	BPO Industries
Working Hours	7am- 7pm/ Mon- Fri
Qualifications	Bachelor Degree
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Chinese Level	None
Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K
Salary Description	Social Insurance Commuting/ Transportation Allowance Education/ Training Rent Subsidy
Holiday Description	Five-Day Workweek Refresh Holidays Sick Leave

