

Job Detail

Entries Level

Position Title	Teammate - Voice & Email
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	Customer Service - Customer Support Customer Service - Other
Industry	Telecommunications/Information Services
Location	Asia Taiwan
Job Description	<ul style="list-style-type: none"> • Provide accurate and timely responses for inquiries coming through email and live chat support channels. • Filter content from the client's website. • Perform data and research functions. • Provide support through known basic troubleshooting techniques. • Manage and resolve customer complaints. • Identify and escalate priority issues. • Route calls to the appropriate resource, when necessary and also document all information on customer interaction according to standard operating procedures. • Always strive for Good Customer Satisfaction and Experience and ensure that all calls are handled professionally based on the Quality Guidelines set by the Client. • Meet and exceed client mandated KPI's (Key Performance Indicators). • Ensure consistent performance based on a continuous improvement model. <p>What else?</p> <ul style="list-style-type: none"> • Ensure that all login and Passwords (both Internal & External) are kept confidential. • Participate in all Internal and External mandated trainings and/or seminars. • Have knowledge, understanding, and compliance with our policies and procedures. • Maintain knowledge of functional area and company policies and procedures. • Provide feedback to management concerning possible problems or areas of improvement. • Perform other duties as assigned by management.
Company Info	Digital Customer Experience.
Working Hours	Working hour: 8am - 6pm (8-hour shift) Working days: Monday - Sunday (5 days a week)
Qualifications	<ul style="list-style-type: none"> - Based in Taiwan (Local Taiwanese with JLPT level N1-N2) or, - Japanese Native fulfilled visa conditions, please refer below - Open for Fresh Graduate - Native Japanese from other countries willing to be relocated in Taiwan - Local Malaysia with JLPT N1 willing to be relocated in Taiwan
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 2000K - JPY 2500K
Holiday Description	Five-Day Workweek