

Job Detail

Entries Level

Position Title	Customer Service-Financial Service (Taiwan)
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 IT (Other) - Other Administrative - Other
Industry	Finance - Other
Location	Asia Taiwan Taipei
Job Description	<p>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</p> <p>Job Description Assist external users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problems</p> <ul style="list-style-type: none"> • Troubleshoot basic and routine customer issues that are technical in nature; including hardware, software, networking, or other designated client products • Follow appropriate escalation path to resolve technical issues; including making follow up outbound calls to customers or other parties as needed • Solve problems that are generally unstructured and require extensive use of conceptual thinking skills • Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') • Greet customers in a courteous, friendly, and professional manner using agreed upon procedures • Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer • Clarify customer requirements; probe for understanding • Prepare complete and accurate work including appropriately notating accounts as required • Participate in activities designed to improve customer satisfaction and business performance
Company Info	No. 2號, Section 3, Minquan E Rd, Zhongshan District, Taipei City, Taiwan 10491 8AM-6PM (8-hour shift) Mon-Sun (5 days a week)
Working Hours	8AM-6PM (8-hour shift) Mon-Sun (5 days a week)
Qualifications	Fresh Graduate and Experience can apply
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	USD - US Dollar USD 15K - USD 20K
	Social Insurance

Salary Description	Education/ Training
Holiday Description	Five-Day Workweek

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