

## Job Detail

Staff Level

Position Title	Customer Service
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 Hospitality Business Specialists - Flight Attendant/Airline Industry Related Customer Service - Other
Industry	Telecommunications/Information Services
Location	Asia Malaysia Kuala Lumpur
Job Description	<p><b>Position Summary:</b> The Reservation and Ticketing team are responsible for ensuring support, relating to client, travel agents and passenger's inquiries. The team roughly handles 90% inbound inquiries and 10% back office work. Responsibilities are conducted via phone, email and chat.</p> <p><b>Duties and Responsibilities:</b>            Answer incoming calls including email and chat in a timely manner            Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives            Build sustainable relationships and engage customers by taking the extra mile            Keep the customer's privacy and protect customer information            Meet personal/team qualitative and quantitative targets            Handle simple to difficult inquiries in a given span of time            Manage different types of callers in a given span of time            Achieve the given metrics in accordance to the center's commitment to client            Manage and resolve customer complaints            Identify and escalate issues to supervisors            Provide accurate information and excellent customer service            Research required information using available resources            Research, identify, and resolve customer complaints using applicable resources            Process request according to customer's preference on time            Route calls to appropriate resources            Document all call information according to standard operating procedures            Recognize, document, and alert the management team of trends in customer calls            Follow up customer calls where necessary            Complete call logs and reports            Other duties as assigned</p>
Company Info	BPO Company is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands including over 100 Fortune Global 500 clients and over 125 new economy clients.
Working Hours	Working time: 24/7 (rotational shift)
Qualifications	- Education level: Diploma and above - Customer Service Airline, Booking, Reservation Experience
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K
Salary Description	- Employment Pass (Visa) Provided - Training Provided - Medical benefit - Others

Holiday Description	- 5 days' work per week \ 2 days off
Nearest Station	- Near with public transport such as MRT, LRT, KTM, Bus and Monorail - Easy to find food - Near with shopping complex

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