

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>Position Summary: 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>Duties and Responsibilities: 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	<ul style="list-style-type: none">- Near with public transport such as MRT, LRT, KTM, Bus and Monorail- Easy to find food- Near with shopping complex