

Job Detail

Entries Level

Position Title	Customer Service Specialist (Work From Home)
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (Other) - Other Administrative - Other Sales/AE - Other
Industry	Food and Beverage Production
Location	Asia Japan
Job Description	<p>So what does a Teammate really do? Think of yourself as the backbone of the company, not just anyone is qualified for this role! Imagine yourself going to work with one thing on your mind: to provide the best customer experience to your clients. As you tackle your new tasks for the day, you know that it comes down to being able to provide world-class service to your clients in an accurate, efficient and respectful manner on every call as measured by different performance metrics</p> <p>As a Teammate, you will receive inbound and/or place outbound calls.</p> <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	Career Growth Work from Japan (Home) Work From Home Good Salary Fresh Graduate
Working Hours	24/7 rotational shift
Qualifications	Fresh Graduate
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level

Salary	MYR - Malaysian Ringgit MYR 78K - MYR 118K
Salary Description	Social Insurance
Holiday Description	Five-Day Workweek

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