

Job Detail

Staff Level

Position Title	Customer Service Specialist
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 - Call Centre Manager/SV Customer Service - Customer Support Customer Service - Other
Industry	Telecommunications/Information Services
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Purpose: As a Customer Success Specialist, your goal is to make our customer happy and productive, to work collaboratively with sales, product, engineering, to set a high standard for how we serve our customers, and to always communicate with empathy and respect.</p> <p>Job Scope: Effectively resolve customer inquiries in a considerate and timely manner via chat, email and phone Compose thoughtful, personalized responses for a variety of customer request Triage incoming requests and spot trends in customer issues to flag for the rest of the team Identify, reproduce and document bugs for the engineering teams Make active contributions to help achieve team goals and successes Contribute to the ongoing learning and success of your team, and the company, by sharing knowledge through mentorship, collaboration and aiding in documentation.</p> <p>Main Job Requirements: Monday to Sunday Willing to work according to US time zone (Depending business needs) Preferably someone who have experience in Fintech, Banking and Finance Degree or Diploma in Banking or Finance preferred At least 1 year experience in Customer service Good computer skills. Good multi-tasking skills. Able to react effectively and calmly in emergencies. Able to maintain customer confidentiality. Must be able to work under pressure and learn in a fast pacing environment. Must be reliable in working schedule Must be able to maintain good performance based on client metrics. Must be able to handle difficult customers & situations depending on the issues raised by clients/customers Ability to interact with various types of customer</p>
Company Info	<p>This Company is a global digital business services company. Our global scale and local presence allow us to be a force of good in supporting our communities, our clients, and the environment.</p> <p>We deliver the most advanced, digitally-powered business services to help the world's best brands streamline their business in meaningful and sustainable ways.</p>
Working Hours	<p>Working hour: 24/7 - Rotational shift During the interview, they will explain regarding the working time.</p>
Qualifications	<ul style="list-style-type: none"> - Degree or Diploma in Banking or Finance preferred - Preferably someone who have experience in Fintech, Banking and Finance - At least 1 year experience in Customer service - Can work for rotational shift - Willing to work according to US time zone (Depending business needs)
English Level	Business Conversation Level (TOEIC 735-860)

Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 118K - MYR 158K
Salary Description	<ul style="list-style-type: none"> - Language allowance - Housing allowance - Medical insurance - Training provided - Annual leave - Sick leave - Visa provided - Career development program - Flight ticket - 1 week of accommodation provided upon arrival - others
Holiday Description	<p>Working days: 5 days per week Off day: 2 days off per week</p>
Nearest Station	<ul style="list-style-type: none"> - Based in Georgetown, Penang - Easy to find food - Got shopping mall - Mini shop - Others