

Job Detail

Staff Level

Position Title	Customer Support Specialist (Japanese)
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 Finance/Bank/Securities/Investment - Financial Administrative (Bank/Securities/Trading/Credit Loan)
Industry	
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Responsibilities :</p> <ul style="list-style-type: none"> -Provide timely support to customers through available communication channels: email, chat, inbound & outbound calls. -Handle customer's concerns related to fintech, banking and finance in a positive and professional manner. -Identify and escalate priority issues through proper channels when necessary. -Works with other team members in identifying better ways in providing better customer support. -Participate in additional training courses as required. § Maintains and improves quality of service by giving recommendations. -Keeps job knowledge up to date by attending upskill training to improve skills. -Meet all key performance indicators set by the company and client. -Adhere to the policies set by the company. <p>Requirements:</p> <ul style="list-style-type: none"> -Bachelor's Degree or at least Diploma or equivalent in any discipline. -Must have Japanese Language proficiency (reading, writing, speaking and aural comprehension) -6 months to 1 year of minimum experience in Customer Service in Banking Industry -Decision-making skills and analytical skills are highly needed competencies due to nature of the program -Flexible to changes and has a sense of urgency. This includes willingness to be upskilled to other functions -Good time management and communication skills -Minimum typing speed of 40wpm with a 90% accuracy score. -Computer literate and fully conversant in Microsoft Windows and Microsoft Office -Can work under pressure and can deliver set goals -Confident in handling complex situation -Conversant and able to convey messages -Interpersonal skills required to work well with others
Company Info	BPO industry
Working Hours	Rotational Shift
Qualifications	Bachelors degree
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 742K - MYR 1000K (Month salary : MYR - Malaysian Ringgit MYR 61.833K - MYR 83.333K)
Salary Description	health insurance
Holiday Description	Five-Day Workweek

Job Contract Period	Full time
Nearest Station	Central location Nearby to malls,restaurants and public transport

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