

Job Detail

Entries Level

Position Title	Service Desk Agent (Japanese Speaker)
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) - IT Help Desk Customer Service - Customer Support
Industry	IT Consulting
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Scope of Work:</p> <ul style="list-style-type: none"> • To provide a single point of contact for users. • Deals with management of both routine and non-routine incidents and requests. • Provision of first line support for incidents. • Takes ownership for listening to and understanding basic customer problems • Asking relevant questions to resolve typically known problems within required timescales. • Knows when problems are 'beyond them' and escalates so they can be resolved
Working Hours	-9 hours shift
Qualifications	<p>Requirements:</p> <ul style="list-style-type: none"> • Candidate must possess at least Certificate/Diploma/Degree in any discipline. • Candidate with at least 1 year(s) of experience in the area of Customer Service and Support preferred. • Fresh Graduates/Entry level applicants who are interested to start their career in customer service field are encouraged to apply, training will be provided. • Required language(s): Proficient in Japanese (at least JLPT N1/2/3) and English both written and spoken as to serve customers in the area of Japan. • Skills : Customer service skills, IT trouble shooting skills.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	MYR - Malaysian Ringgit MYR 58K - MYR 78K
Salary Description	Social Insurance Relaxation Facilities Commuting/ Transportation Allowance Education/ Training
Holiday Description	Five-Day Workweek Paid Holidays Congratulatory or Condolence Leave Child-care Leave Sick Leave
Job Contract Period	Full Time Permanent Position