

Job Detail

Executive Level

Position Title	Customer Support Associate (Airlines)
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-05-21
Job Type	Customer Service - Customer Support
Industry	
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Position Summary</p> <p>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:</p> <p>Primary Job Functions:</p> <ul style="list-style-type: none">• 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
Working Hours	rotational shift
Qualifications	Diploma Bachelors candidate with reservations background
English Level	Native Level
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 78K - MYR 118K
Salary Description	health insurance, career development Education/ Training
Holiday Description	Five-Day Workweek Paid Holidays Congratulatory or Condolence Leave Child-care Leave Sick Leave

Job Contract Period	Full time
Nearest Station	KI Sentral , Kuala Lumpur

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