

## 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><b>Position Summary</b> 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><b>DUTIES AND RESPONSIBILITIES:</b> Primary Job Functions:</p> <ul style="list-style-type: none"> <li>• Answer incoming calls including email and chat in a timely manner</li> <li>• Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives</li> <li>• Build sustainable relationships and engage customers by taking the extra mile</li> <li>• Keep the customer's privacy and protect customer information</li> <li>• Meet personal/team qualitative and quantitative targets</li> <li>• Handle simple to difficult inquiries in a given span of time</li> <li>• Manage different types of callers in a given span of time</li> <li>• Achieve the given metrics in accordance to the center's commitment to client</li> <li>• Manage and resolve customer complaints</li> <li>• Identify and escalate issues to supervisors</li> <li>• Provide accurate information and excellent customer service</li> <li>• Research required information using available resources</li> <li>• Research, identify, and resolve customer complaints using applicable resources</li> <li>• Process request according to customer's preference on time</li> <li>• Route calls to appropriate resources</li> <li>• Document all call information according to standard operating procedures</li> <li>• Recognize, document, and alert the management team of trends in customer calls</li> <li>• Follow up customer calls where necessary</li> <li>• Complete call logs and reports</li> <li>• Other duties as assigned</li> </ul>
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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