

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
Industry	
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Responsibility :</p> <ul style="list-style-type: none">• Provide timely support to customers through available communication channels (inbound phone calls and email).• Processing payments and confidential client information in a manner that is precise and safeguards the customer's personal and financial payment data at all times.• Pro-actively support customers to mitigate the risk of damage to the client's brand and customer loyalty.• Identify and escalate priority issues through appropriate channels as and when necessary.• Works harmoniously with other team members to identify better ways of working and promotes a culture of continuously improving the customer support experience.• Maintains and improves quality of service by sharing suggestions and recommendations.• Keeps job knowledge and skills up to date by attending training and continuously learning.• Meets all key performance indicators set by the company and client.• Adheres to the policies and procedures set by the company and client.
Company Info	BPO industry
Working Hours	6am - 6pm
Qualifications	Diploma Bachelors
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 78K - MYR 98K
Salary Description	Education/ Training Health Insurance Professional Development
Holiday Description	Five-Day Workweek Congratulatory or Condolence Leave Sick Leave
Nearest Station	KL SENTRAL