

## Job Detail

Entries Level

Position Title	Chat Support
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 Customer Service - Other
Industry	Telecommunications/Information Services
Location	Asia Malaysia Kuala Lumpur
Job Description	<ul style="list-style-type: none"> <li>• Understand customer enquiries and respond via applicable channels: email, chat, and call backs</li> <li>• Understand customer enquiries and ensure they are answered or routed through the appropriate support channel</li> <li>• Manage customer escalations and ensure that these are answered, tracked, and escalated as required</li> <li>• Perform all procedures accurately, including following Facebook documented call flows, work processes, data entry requirements, and complaint management processes</li> <li>• Ensure all SLAs are met accordingly</li> <li>• Demonstrate a strong customer service orientation and take responsibility to ensure customers are satisfied</li> <li>• Provide a high level of professionalism and competent customer service</li> <li>• Able to communicate effectively with customers in a friendly and polite manner following the Facebook processes</li> <li>• Able to read, write, and speak fluently and spontaneously in both English and, for native speakers, in their native language</li> </ul>
Company Info	BPO Company. This Company is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands including over 100 Fortune Global 500 clients and over 125 new economy clients.
Working Hours	Working hour: 24/7 - 8 hour per shift (rotational shift)
Qualifications	<ol style="list-style-type: none"> <li>1. High school - Min 3 years of customer service (call) experience</li> <li>2. Diploma holder - Min 1 years of customer service experience</li> <li>3. Bachelor's degree - Min 1 year of customer service experience</li> <li>4. Fresh graduated able to apply.</li> </ol>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 118K - MYR 158K
Salary Description	<ul style="list-style-type: none"> <li>- Medical benefits</li> <li>- Training provided</li> <li>- Employment pass (visa) provided</li> <li>- Flight ticket provided</li> <li>- Housing allowance</li> <li>- Complexity allowance</li> <li>- Others</li> </ul>
Holiday Description	<p>Working days: 5 days work per week</p> <p>Off day: 2 days off per week</p>
Nearest Station	<ul style="list-style-type: none"> <li>- Near with public transport (i.e. MRT, LRT, KTM, Monorail, Bus)</li> <li>- Easy to find food</li> <li>- Near with shopping complex</li> </ul>

