

## Job Detail

Staff Level

Position Title	Customer Support Specialist (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	Finance/Accounting - Finance & Corporate Finance Customer Service - Customer Support Customer Service - Call Centre Manager/SV
Industry	
Location	Asia Malaysia Pulau Pinang
Job Description	<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>-Provide timely support to customers through available communication channels (inbound phone calls and email).</li> <li>-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.</li> <li>-Identify and escalate priority issues through appropriate channels as and when necessary.</li> <li>-Works harmoniously with other team members to identify better ways of working and promotes a culture of continuously improving the customer support experience.</li> <li>-Maintains and improves quality of service by sharing suggestions and recommendations.</li> <li>-Keeps job knowledge and skills up to date by attending training and continuously learning.</li> <li>-Meets all key performance indicators set by the company and client.</li> <li>-Adheres to the policies and procedures set by the company and client.</li> </ul>
Working Hours	Rotational Shift
Qualifications	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>-Bachelor's Degree or at least Diploma or equivalent in any discipline.</li> <li>-Must have Japanese Language proficiency (reading, writing, speaking and oral comprehension)</li> <li>-Minimum of 6 months work experience in customer support in any industry.</li> <li>-Fresh graduates are welcome with degrees in the following disciplines.</li> <li>-Call center experience is not a 'must' but would be a distinct advantage.</li> <li>-Ability to handle queries and objections in a professional manner.</li> <li>-Able to receive continuous feedback and work in a fast-paced working environment.</li> <li>-Positive attitude and willingness to learn and go the 'extra mile'.</li> <li>-Good reasoning and analytical skills.</li> <li>-Able to demonstrate critical thinking, a proactive attitude, and composed communication in challenging situations.</li> <li>-Minimum typing speed of 40wpm with a 90% accuracy score.</li> <li>-Computer literate and fully conversant in Microsoft Windows and Microsoft Office</li> </ul>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K
Salary Description	health insurance career growth
Holiday Description	Five-Day Workweek

