

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>Responsibilities</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. -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.
Working Hours	Rotational Shift
Qualifications	<p>Requirements:</p> <ul style="list-style-type: none"> -Bachelor's Degree or at least Diploma or equivalent in any discipline. -Must have Japanese Language proficiency (reading, writing, speaking and oral comprehension) -Minimum of 6 months work experience in customer support in any industry. -Fresh graduates are welcome with degrees in the following disciplines. -Call center experience is not a 'must' but would be a distinct advantage. -Ability to handle queries and objections in a professional manner. -Able to receive continuous feedback and work in a fast-paced working environment. -Positive attitude and willingness to learn and go the 'extra mile'. -Good reasoning and analytical skills. -Able to demonstrate critical thinking, a proactive attitude, and composed communication in challenging situations. -Minimum typing speed of 40wpm with a 90% accuracy score. -Computer literate and fully conversant in Microsoft Windows and Microsoft Office
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

