

Job Detail

Executive Level

Position Title	Customer Support (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	Customer Service - Call Centre Manager/SV Customer Service - Customer Support
Industry	Outsourcing
Location	Asia Malaysia Pulau Pinang
Job Description	<p>As a Customer Success Specialist, your goal is to make our customer happy and productive, to work collaboratively with sales, product, engineering, to set a high standard for how we serve our customers, and to always communicate with empathy and respect.</p> <p>Job Scope</p> <ul style="list-style-type: none"> Effectively resolve customer inquiries in a considerate and timely manner via chat, email and phone Compose thoughtful, personalized responses for a variety of customer request Triage incoming requests and spot trends in customer issues to flag for the rest of the team Identify, reproduce and document bugs for the engineering teams Make active contributions to help achieve team goals and successes Contribute to the ongoing learning and success of your team, and the company, by sharing knowledge through mentorship, collaboration and aiding in documentation.
Working Hours	24/7 rotational shift Rotational working days
Qualifications	<ul style="list-style-type: none"> Willing to work on rotational shift Preferably someone who have experience in Fintech, Banking and Finance Degree or Diploma in Banking or Finance preferred At least 1 year experience in Customer service preferrable. Good computer skills. Good multi-tasking skills. Able to react effectively and calmly in emergencies. Able to maintain customer confidentiality. Must be able to work under pressure and learn in a fast pacing environment. Must be reliable in working schedule Must be able to maintain good performance based on client metrics. Must be able to handle difficult customers & situations depending on the issues raised by clients/customers Ability to interact with various types of customer
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Chinese Level	None
Salary	MYR - Malaysian Ringgit MYR 78K - MYR 98K
Holiday Description	<ul style="list-style-type: none"> Five-Day Workweek Refresh Holidays Paid Holidays Congratulatory or Condolence Leave Child-care Leave

	Sick Leave
Job Contract Period	Fulltime and permanent role
Nearest Station	Georgetown, Penang