

## Job Detail

Manager Level

Position Title	Customer Service (Team Leader)
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
Industry	
Location	Asia Thailand Bangkok
Job Description	<p>Responsibilities:</p> <ul style="list-style-type: none"> <li>o Provide mentorship, guidance and career development to members of your team</li> <li>o Lead a high-performing team through an exciting transition to build problem solving, critical thinking, analytical and technical capabilities which will enable the department to develop deeper, more scalable solutions</li> <li>o Team management responsibilities for a market team, whilst also serving as a cross-functional and a global liaison in developed areas of expertise</li> <li>o Establish team goals and work with direct reports on strategies for executing, measuring progress and sharing results</li> <li>o Deliver projects involving quantitative analysis, industry research, and strategy development, working directly with global cross-functional teams to problem solve analytical approaches and develop solutions</li> <li>o Identify actionable insights, suggest recommendations, and influence team strategy through effective communication</li> <li>o Advocate for users within their market, partnering with global and cross-functional teams to develop global solutions</li> </ul>
Company Info	BPO Industry
Qualifications	<ul style="list-style-type: none"> <li>o Bachelor Degree preferred</li> <li>o Significant experience in a complex fast paced environment</li> <li>o Minimum 2 years of prior relevant people management experience</li> <li>o Strategic thinker with strong analytical and creative problem-solving skills</li> <li>o Excellent written and verbal communication skills</li> <li>o Passion for ensuring an excellent user experience</li> </ul>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 138K - MYR 178K (Month salary : MYR - Malaysian Ringgit MYR 11.5K - MYR 14.833K )
Salary Description	<p>"</p> <ul style="list-style-type: none"> <li>* Medical Insurance</li> <li>* 12 days: Annual Leave</li> <li>* 30 days: Sick Leave</li> <li>* 3 days: Business Leave (Official visit to government office. Eg for visa run,etc)</li> <li>* Career Development Program</li> <li>* For non-Thai ~ visa processing, one way flight &amp; 1 week of accommodation provided</li> <li>* 1 time housing deposit ~12,000THB</li> </ul>