

## Job Detail

Staff Level

Position Title	Bank Customer Success Specialist
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Other Financial Specialist - Other Financial Specialist Sales/AE - Customer Success/Client Success
Industry	
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Your Responsibilities</p> <ul style="list-style-type: none"><li>· Introduce and educate customers on self-service/automated banking channels</li><li>· Guide callers through troubleshooting, navigating the company site or using the products and services</li><li>· Conduct call backs with customers for transaction confirmations</li><li>· Reach out to customers for information/documents to support requests from KYC, AML, risk, and operations teams</li><li>· Identify customers' needs, clarify information, evaluate problems raised by customers, and provide comprehensive answers and appropriate solutions</li><li>· De-escalate situations involving dissatisfied customers, offering patient assistance and support</li><li>· Provide customer feedback to respective business partners to improve customer experience</li><li>· Complete call logs and reports, keeping records of all conversations in the call center database in a comprehensible way</li><li>· Enhance customer loyalty by offering a proper telephone experience</li><li>· Perform specified KYC tasks where necessary</li></ul> <p>Your Qualifications:</p> <ul style="list-style-type: none"><li>· Bachelor's degree or higher in a relevant field (such as finance, business, or economics)</li><li>· Minimum 1 year of experience in a bank or financial institution customer service environment</li><li>· Extensive banking knowledge and understanding of financial products and services</li></ul>
Company Info	BPO Industry
Working Hours	24/7 Rotational shift
Qualifications	Bachelor's degree 1 year bank related working experience knowledge on financial matters
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level

Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K (Month salary : MYR - Malaysian Ringgit MYR 8167 - MYR 9833 )
Job Contract Period	Fulltime
Nearest Station	Central location Nearby public transportation Nearby malls, restaurants, cinema

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