

Job Detail

Entries Level

Position Title	Chat Assistance - Social Media
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Other Job Type - New Graduate & Entry Level Sales/AE - Customer Success/Client Success
Industry	
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Understand customer enquiries and respond via applicable channels: email, chat, and call backs</p> <p>Understand customer enquiries and ensure they are answered or routed through the appropriate support channel</p> <p>Manage customer escalations and ensure that these are answered, tracked, and escalated as required</p> <p>Perform all procedures accurately, including following project documented call flows, work processes, data entry requirements, and complaint management processes</p> <p>Ensure all SLAs are met accordingly</p> <p>Demonstrate a strong customer service orientation and take responsibility to ensure customers are satisfied</p> <p>Provide a high level of professionalism and competent customer service</p> <p>Able to communicate effectively with customers in a friendly and polite manner following the project processes</p> <p>Able to read, write, and speak fluently and spontaneously in both English and, for native speakers, in their native language - Japanese</p>
Company Info	BPO Industry
Working Hours	24/7 Rotational Shift There are shift hours
Qualifications	Bachelors Diploma
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)
Holiday Description	Five-Day Workweek
Job Contract Period	Hiring full time position
Nearest Station	Central location Near to public transportations, malls, restaurants