

Job Detail

Staff Level

Position Title	E-payment customer support specialist
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 - Customer Support Finance/Bank/Securities/Investment - Other
Industry	
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Purpose 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> <p>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</p>
Company Info	BPO Industry E-payment project
Working Hours	Rotational Shift 24/7
Qualifications	Bachelors in Finance related major Banking experience is required
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 Fulltime position