

Job Detail

Executive Level

Position Title	Customer Service Specialist (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	Finance - Other
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Job responsibilities.</p> <ul style="list-style-type: none">• Support customers to place online orders with the client.• Provide timely support to customers through available communication channels (inbound phone calls and email).• Processing payments and confidential client information in a manner that is precise and safeguards the customer's personal and financial payment data at all times.• Pro-actively support customers to mitigate the risk of damage to the client's brand and customer loyalty.• Identify and escalate priority issues through appropriate channels as and when necessary.• Works harmoniously with other team members to identify better ways of working and promotes a culture of continuously improving the customer support experience.• Maintains and improves quality of service by sharing suggestions and recommendations.• Keeps job knowledge and skills up to date by attending training and continuously learning.• Meets all key performance indicators set by the company and client.• Adheres to the policies and procedures set by the company and client.
Working Hours	Rotational shift
Qualifications	<p>Qualification</p> <p>-Candidate must have Bachelor's Degree or at least Diploma or equivalent in any discipline. Must have B2 level English Language proficiency (reading, writing, speaking and aural comprehension).</p> <p>-Candidate should have minimum of 6 months work experience in customer support in any industry.</p> <p>-Fresh graduates are welcome with degrees in the following disciplines: English with Communication, English for Professionals, Mass Communication, or any related field.</p> <p>-Call centre experience is not a 'must' but would be a distinct advantage.</p>
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 58K - MYR 98K
Salary Description	Education/ Training Relaxation Facilities
Holiday Description	Five-Day Workweek Refresh Holidays Paid Holidays Congratulatory or Condolence Leave Sick Leave Child-care Leave

Job Contract Period	Fulltime and permanent role
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