

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> <ul style="list-style-type: none"> -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). -Candidate should have minimum of 6 months work experience in customer support in any industry. -Fresh graduates are welcome with degrees in the following disciplines: English with Communication, English for Professionals, Mass Communication, or any related field. -Call centre experience is not a 'must' but would be a distinct advantage.
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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