

## Job Detail

Staff Level

Position Title	Working From Home - Customer Service (Teammate)
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
Industry	
Location	Asia Japan Asia Malaysia
Job Description	<p>Responsibilities:</p> <ul style="list-style-type: none"> <li>• Provide accurate and timely responses for inquiries coming through email and live chat support channels.</li> <li>• Filter content from the client's website.</li> <li>• Perform data and research functions.</li> <li>• Provide support through known basic troubleshooting techniques.</li> <li>• Manage and resolve customer complaints.</li> <li>• Identify and escalate priority issues.</li> <li>• Route calls to the appropriate resource, when necessary and also document all information on customer interaction according to standard operating procedures.</li> <li>• Always strive for Good Customer Satisfaction and Experience and ensure that all calls are handled professionally based on the Quality Guidelines set by the Client.</li> <li>• Meet and exceed client mandated KPI's (Key Performance Indicators).</li> <li>• Ensure consistent performance based on a continuous improvement model.</li> </ul> <p>What else?</p> <ul style="list-style-type: none"> <li>• Ensure that all login and Passwords (both Internal &amp; External) are kept confidential.</li> <li>• Participate in all Internal and External mandatory trainings and/or seminars.</li> <li>• Have knowledge, understanding, and compliance with our policies and procedures.</li> <li>• Maintain knowledge of functional area and company policies and procedures.</li> <li>• Provide feedback to management concerning possible problems or areas of improvement.</li> <li>• Perform other duties as assigned by management.</li> </ul>
Company Info	Career Development Open Culture 5 days work
Working Hours	Rotational Shift
Qualifications	Bachelors Degree Diploma
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 198K - MYR 258K
Salary Description	Health Insurance Education/ Training
Holiday Description	Five-Day Workweek Congratulatory or Condolence Leave