

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">• Provide accurate and timely responses for inquiries coming through email and live chat support channels.• Filter content from the client's website.• Perform data and research functions.• Provide support through known basic troubleshooting techniques.• Manage and resolve customer complaints.• Identify and escalate priority issues.• Route calls to the appropriate resource, when necessary and also document all information on customer interaction according to standard operating procedures.• 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.• Meet and exceed client mandated KPI's (Key Performance Indicators).• Ensure consistent performance based on a continuous improvement model. <p>What else?</p> <ul style="list-style-type: none">• Ensure that all login and Passwords (both Internal & External) are kept confidential.• Participate in all Internal and External mandatory trainings and/or seminars.• Have knowledge, understanding, and compliance with our policies and procedures.• Maintain knowledge of functional area and company policies and procedures.• Provide feedback to management concerning possible problems or areas of improvement.• Perform other duties as assigned by management.
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