

Job Detail

Staff Level

Position Title	Telesales - 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 - Telemarketing/Telesales Planning/Marketing/PR - Sales Planning Sales/AE - Service Industry Sales
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Job Description:</p> <p>Delivering premium customer service and representing a culture and environment that is willing to go 'above and beyond'.</p> <p>Delivering a high level of productivity through effective time management and by identifying opportunities to maximize sales (up-sell/cross-sell).</p> <p>Effectively present, promote and sell flights, cruises, fly cruise packages, tours, car hire, rail and accommodation and all related products and services, using inbound and outbound consumer contacts.</p> <p>Consult on all aspects of the proposed travel arrangements, provide professional options, and prepare quotes for customer's consideration including geography, climate, visas, local customs, currency, festivals, and points of interest.</p> <p>Help to develop a database of qualified leads and inquiries through referrals, email, and networking.</p> <p>Construct reservations using computerized tour, hotel and rail booking and airline reservation systems.</p> <p>Maintain accurate records of all clients and potential clients, utilizing company-supported technology tools and processes.</p> <p>Update all invoices, itineraries, financial records, and payments as required.</p> <p>Coordinating and completing all administrative requirements of the role.</p> <p>Ensure complaints are dealt with in an empathetic and resolution orientated manner.</p> <p>Pro-actively interacting with management and stakeholders in the development of new initiatives, process improvement and feedback on departmental operations.</p> <p>Participate in and support departmental promotions and initiatives.</p> <p>Undertake other duties which may be negotiated from time to time with the Manager.</p> <p>Skill & Ability:</p> <p>Work effectively in a team environment</p> <p>Be able to manage time effectively and set priorities to adhere to deadlines</p> <p>Demonstrate initiative, yet be able to follow instructions and procedures</p> <p>Demonstrate well-developed verbal, written and interpersonal communication skills</p> <p>Deliver exceptional customer service and experiences at all times</p> <p>Demonstrate a thorough understanding and adhere to policies surrounding confidentiality and privacy of client, product and company information</p> <p>Promote workplace safety, equity and diversity and participative management practices in the workplace</p> <p>Maintain regular consistent and professional attendance, punctuality and personal appearance.</p> <p>Display a high level of commitment to continuous professional development and quality customer service.</p> <p>Have, or quickly acquire, a clear understanding of the company policies and procedures and comply with these at all times</p> <p>Demonstrate and promote the company values at all times</p>
Company Info	<p>BPO Company is a global digital business services company. Our global scale and local presence allow us to be a force of good in supporting our communities, our clients, and the environment.</p> <p>We deliver the most advanced, digitally-powered business services to help the world's best brands streamline their business in meaningful and sustainable ways.</p>
Working Hours	Working hour: 9am - 7pm

Qualifications	<p>Education: Degree or Diploma/SPM - Graduated</p> <p>Experience: Sales experience</p> <p>Knowledge:</p> <ul style="list-style-type: none"> Appropriate qualification and/or experience attained through previous appointments, service and/or study. An equivalent level of expertise and experience to undertake the role International Travel & Tourism Certificate Level 3 or equivalent Proven successful Sales Record Knowledge of Microsoft Office (Outlook, Excel, Word) and Computerised Reservation Systems. Understanding of the sales processes Ability to create a strong repeat client base, network and actively develop sales leads. Knowledge of OVC systems, programs, processes and policies or ability to learn Ability to work independently, or effectively as part of a team Strong customer service background with solutions focus Ability to work quickly and efficiently to meet deadlines Demonstrated ability to multitask in a fast paced environment Intermediate to advanced skills in Microsoft Office applications
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 78K - MYR 138K
Salary Description	<ul style="list-style-type: none"> - Employment Pass (Visa) provided - Flight ticket - Training - Medical Insurance - Annual leaves - Sick leaves - Career development program - Language allowance - Housing allowance - Others
Holiday Description	<p>Working days: Monday - Friday</p> <p>Off days: Saturday - Sunday</p> <p>Five-Day Workweek</p>
Nearest Station	<ul style="list-style-type: none"> - Based in Georgetown, Penang - Easy to find food - Got shopping mall - Mini shop - Others