

## 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><b>Job Description:</b></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><b>Skill &amp; Ability:</b></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> <p>Appropriate qualification and/or experience attained through previous appointments, service and/or study.</p> <p>An equivalent level of expertise and experience to undertake the role</p> <p>International Travel &amp; Tourism Certificate Level 3 or equivalent</p> <p>Proven successful Sales Record</p> <p>Knowledge of Microsoft Office (Outlook, Excel, Word) and Computerised Reservation Systems.</p> <p>Understanding of the sales processes</p> <p>Ability to create a strong repeat client base, network and actively develop sales leads.</p> <p>Knowledge of OVC systems, programs, processes and policies or ability to learn</p> <p>Ability to work independently, or effectively as part of a team</p> <p>Strong customer service background with solutions focus</p> <p>Ability to work quickly and efficiently to meet deadlines</p> <p>Demonstrated ability to multitask in a fast paced environment</p> <p>Intermediate to advanced skills in Microsoft Office applications</p>
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"> <li>- Employment Pass (Visa) provided</li> <li>- Flight ticket</li> <li>- Training</li> <li>- Medical Insurance</li> <li>- Annual leaves</li> <li>- Sick leaves</li> <li>- Career development program</li> <li>- Language allowance</li> <li>- Housing allowance</li> <li>- Others</li> </ul>
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"> <li>- Based in Georgetown, Penang</li> <li>- Easy to find food</li> <li>- Got shopping mall</li> <li>- Mini shop</li> <li>- Others</li> </ul>