

## Job Detail

Staff Level

Position Title	Customer Service (Travel)
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 Hospitality Business Specialists - Travel Industry Related Customer Service - Other
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Malaysia Selangor
Job Description	<p><b>Job Profile Summary:</b> The Advisor I, Customer Service position interfaces with customers via inbound calls, outbound calls, or through the Internet depending upon client requirements. This position provides customer service support and resolution of routine problems regarding client's product or services.</p> <p><b>Job Description:</b></p> <ul style="list-style-type: none"> <li>• Ensure service delivered to our customers meets contractual Key Performance Indicator ("KPIs")</li> <li>• Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer</li> <li>• Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer</li> <li>• Greet customers in a courteous, friendly, and professional manner using agreed upon procedures</li> <li>• Maintain basic knowledge of client products and/or services</li> <li>• Prepare complete and accurate work including appropriately notating accounts as required</li> <li>• Participate in activities designed to improve customer satisfaction and business performance</li> <li>• Offer additional products and/or services</li> <li>• Track, document and retrieve information in call tracking database</li> <li>• Respond to customer inquiries by referring them to published materials, secondary sources or more senior staff</li> </ul>
Company Info	BPO Company. This Company is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands including over 100 Fortune Global 500 clients and over 125 new economy clients.
Working Hours	Working hour: 24/7   Rotational shift
Qualifications	<ul style="list-style-type: none"> <li>• High school diploma with three to six months of relevant experience preferred</li> <li>• Courteous with strong customer service orientation</li> <li>• Strong computer navigation skills, Keyboarding Skills, internet surfing and PC Knowledge.</li> <li>• Ability to effectively communicate, both written and verbally as a bilingual speaker for first language of support as well as English. (With basic understanding to industry related terminologies).</li> <li>• Dependable with strong attention to detail</li> <li>• Skilled in multi-tasking; including the ability to be flexible and adapt to changes quickly</li> <li>• Tolerance for repetitive work in a fast-paced, high production work environment</li> <li>• Ability to work as a team member, as well as independently</li> <li>• Demonstrate patience in all customer contact situations; including maintaining a pleasant and professional tone and manner</li> <li>• Ability to rotate shifts, as needed</li> <li>• Based on location and/or program, additional experience/skills may be required</li> </ul>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level

Salary	MYR - Malaysian Ringgit MYR 98K - MYR 138K
Salary Description	<ul style="list-style-type: none"> <li>- Medical benefits</li> <li>- Training provided</li> <li>- Employment pass (visa) provided</li> <li>- Flight ticket provided</li> <li>- Others</li> </ul>
Holiday Description	<p>Five-Day Workweek</p> <p>Working days: 5 days per week   2 days rest day per week</p>
Nearest Station	<ul style="list-style-type: none"> <li>- Near with public transport (i.e. MRT &amp; Bus)</li> <li>- Easy to find food</li> </ul>

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