

Job Detail

Entries Level

Position Title	Customer Service Professional - Travel Industry
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 Malaysia Kuala Lumpur
Job Description	<ul style="list-style-type: none"> • Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') • Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer • Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer • Greet customers in a courteous, friendly, and professional manner using agreed upon procedures • Maintain basic knowledge of client products and/or services • Prepare complete and accurate work including appropriately notating accounts as required • Participate in activities designed to improve customer satisfaction and business performance • Offer additional products and/or services • Track, document and retrieve information in call tracking database • Respond to customer inquiries by referring them to published materials, secondary sources or more senior staff <p>Candidate Profile</p> <ul style="list-style-type: none"> • High school diploma with three to six months of relevant experience preferred • Courteous with strong customer service orientation • Strong computer navigation skills, Keyboarding Skills, internet surfing and PC Knowledge.
Company Info	BPO Industry with rapid developing phase
Working Hours	Day Shift
Qualifications	Bachelors Degree Holder Fresh graduates are welcome
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 118K - MYR 138K (Month salary : MYR - Malaysian Ringgit MYR 9833 - MYR 11.5K)
Salary Description	Housing allowance KPI Allowance

Holiday Description	Five-Day Workweek
Job Contract Period	Hiring for full time position

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