

## 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"><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> <p>Candidate Profile</p> <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></ul>
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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