

Job Detail

Entries Level

Position Title	Customer service
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	Transport/Storage/Logistics
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>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>Essential Functions/Core Responsibilities</p> <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
Company Info	<p>BPO Company</p> <p>We create game-changing customer journeys that help brands grow, across the world and into the future. We understand customers better than anyone else can. Within billions of data-points, our engineers find and harness the insight to craft experiences that touch hearts and move markets. We believe in creating experiences that go beyond Wow; combining human talent with artificial intelligence to design, build and run truly integrated customer journeys, at scale, across the entire enterprise. Whether you're a small company with big ideas or a leading global brand, we're not just your next-door neighbor, we're everyone's, everywhere. It doesn't matter if your customer journey spans channels, technology, or even oceans – we've got you covered. We're behind the scenes of the brands you rely on every day. So chances are, we've already met!</p> <p>Specialties</p> <p>Renewals Management, Technical Support, Customer Care, Cross Channel Media, Sales and Marketing, Outsourcing, and Call Centers.</p>
Working Hours	Rotational shift 24/7
Qualifications	Diploma / Degree - Fresh Graduate welcome to apply
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Chinese Level	Business Conversation Level
Salary	Depends on experience

Salary Description	<ul style="list-style-type: none"> - Medical benefit - Annual leave - career development - working flexible
Holiday Description	Sick Leave Paid Holidays Congratulatory or Condolence Leave Five-Day Workweek
Job Contract Period	Hiring full time position, permanent job
Nearest Station	KL Sentral Putra LRT, KTM KL Sentral