

Job Detail

Entries Level

Position Title	Customer Service (Japanese Speaker)
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-05-21
Job Type	Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Job Description 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
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Chinese Level	None
Salary	MYR - Malaysian Ringgit MYR 158K - MYR 218K (Month salary : MYR - Malaysian Ringgit MYR 13.167K - MYR 18.167K)
Salary Description	Social Insurance Commuting/ Transportation Allowance In-House Loan System Company Housing Education/ Training Employee Stock Purchase System
Holiday Description	Five-Day Workweek Refresh Holidays Paid Holidays Sick Leave

