

## Job Detail

Entries Level

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|---------------------|---|
| 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<br/>Essential Functions/Core Responsibilities</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> |
| English Level       | Business Conversation Level (TOEIC 735-860)   |
| Japanese Level      | Native Level  |
| Chinese Level       | None  |
| Salary              | MYR - Malaysian Ringgit MYR 158K - MYR 218K<br>(Month salary : MYR - Malaysian Ringgit MYR 13.167K - MYR 18.167K )  |
| Salary Description  | Social Insurance<br>Commuting/ Transportation Allowance<br>In-House Loan System<br>Company Housing<br>Education/ Training<br>Employee Stock Purchase System   |
| Holiday Description | Five-Day Workweek<br>Refresh Holidays<br>Paid Holidays<br>Sick Leave  |

