

Job Detail

Executive Level

Position Title	Customer Service Representative - Airlines
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 Hospitality Business Specialists - Flight Attendant/Airline Industry Related Customer Service - Other
Industry	Telecommunications/Information Services
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>Position Summary: The Reservation and Ticketing team are responsible for ensuring support, relating to client, travel agents and passenger's inquiries. The team roughly handles 90% inbound inquiries and 10% back office work. Responsibilities are conducted via phone, email and chat.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Answer incoming calls including email and chat in a timely manner • Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives • Build sustainable relationships and engage customers by taking the extra mile • Keep the customer's privacy and protect customer information • Meet personal/team qualitative and quantitative targets • Handle simple to difficult inquiries in a given span of time • Manage different types of callers in a given span of time • Achieve the given metrics in accordance to the center's commitment to client • Manage and resolve customer complaints • Identify and escalate issues to supervisors • Provide accurate information and excellent customer service • Research required information using available resources • Research, identify, and resolve customer complaints using applicable resources • Process request according to customer's preference on time • Route calls to appropriate resources • Document all call information according to standard operating procedures • Recognize, document, and alert the management team of trends in customer calls • Follow up customer calls where necessary • Complete call logs and reports • Other duties as assigned
Company Info	<p>We create game-changing customer journeys that help brands grow, across the world and into the future.</p> <p>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.</p> <p>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.</p> <p>It doesn't matter if your customer journey spans channels, technology, or even oceans – we've got you covered.</p> <p>We're behind the scenes of the brands you rely on every day. So chances are, we've already met!</p>
Working Hours	Shift between 9:00am - 9:00 pm (Malaysia Time) Rotational shift Monday - Sunday Rotational week off
	Education: Diploma and above

Qualifications	Experience: Have customer service experience in Airlines is required (Have strong customer service airlines experience who handles booking, ticketing and travel. We can consider ground staff, flight attendants or anyone who has sort of airlines/aviation experience)
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 98K - MYR 158K
Salary Description	<ul style="list-style-type: none"> - Training provided - Annual leave - Medical benefits - Housing allowance - Employment Pass (Visa) provided - Flight ticket for those stay in the country - Salary negotiable - Etc.
Holiday Description	2 days off per week (rotational week off) Sick Leave
Nearest Station	Nearest with public transport (Bus, MRT, KTM, Monorail, LRT and etc.) Easy to find food Near with shopping complex