

Job Detail

Staff Level

Position Title	<Aviation> Customer Service Specialist
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Hospitality Business Specialists - Flight Attendant/Airline Industry Related Hospitality Business Specialists - Reservations Management Hospitality Business Specialists - Travel Industry Related
Industry	Staffing Agency
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>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: Primary Job Functions:</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	BPO Industry
Working Hours	Shift between 9 AM - 9 PM (Monday - Sunday) Rotational week off
Qualifications	<ul style="list-style-type: none"> - Diploma/ Bachelors holders are welcome to apply - Prior experience in airline/aviation industry is must - Customer Service experience is preferred - Able to relocate to Malaysia
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K (Month salary : MYR - Malaysian Ringgit MYR 8167 - MYR 9833)
Salary Description	Housing allowance
Job Contract Period	Hiring fulltime position

Nearest Station

Train stations, restaurants and entertainment spots are all nearby

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