

Job Detail

Executive Level

Position Title	Customer Success Specialist
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-20 / 2024-03-20
Job Type	Customer Service - Customer Support Customer Service - Other Customer Service - Telemarketing/Telesales
Industry	Telecommunications/Information Services
Location	Asia Malaysia Pulau Pinang
Job Description	<p>Overview of CSS Role:</p> <ul style="list-style-type: none"> • CSS represents the brand, the culture, and the values of the client • Your attitude and how you behave will determine how our client is perceived by its customers • It is imperative that the CSS maintains a positive, empathetic, and professional attitude towards customers at all times • Customer concerns must be handled positively and professionally • Must interact, support, be open to receiving feedback and reporting issues on behalf of our customers <p>Responsibilities and Accountabilities:</p> <ul style="list-style-type: none"> • Support customers to place online orders with the client. • Provide timely support to customers through available communication channels (inbound phone calls and email). • Processing payments and confidential client information in a manner that is precise and safeguards the customer's personal and financial payment data at all times. • Pro-actively support customers to mitigate the risk of damage to the client's brand and customer loyalty. • Identify and escalate priority issues through appropriate channels as and when necessary. • Works harmoniously with other team members to identify better ways of working and promotes a culture of continuously improving the customer support experience. • Maintains and improves quality of service by sharing suggestions and recommendations. • Keeps job knowledge and skills up to date by attending training and continuously learning. • Meets all key performance indicators set by the company and client. • Adheres to the policies and procedures set by the company and client.
Company Info	<p>BPO company is a global digital business services company. Our global scale and local presence allow us to be a force of good in supporting our communities, our clients, and the environment.</p> <p>We deliver the most advanced, digitally-powered business services to help the world's best brands streamline their business in meaningful and sustainable ways.</p>
Working Hours	Working hour: 7am - 8pm (rotational shift)
	<p>Education background:</p> <ul style="list-style-type: none"> • Bachelor's Degree or at least Diploma or equivalent in any discipline. • Must have B2 level English Language proficiency (reading, writing, speaking and aural comprehension) <p>Work experience:</p> <ul style="list-style-type: none"> • Minimum of 6 months work experience in customer support in any industry. • Fresh graduates are welcome with degrees in the following disciplines: English with Communication, English for Professionals, Mass Communication, or any related field • Call centre experience is not a 'must' but would be a distinct advantage. <p>Required Interpersonal Skills:</p> <ul style="list-style-type: none"> • Customer Service orientation.

Qualifications	<ul style="list-style-type: none"> • Customer Results/Solutions focused. • Customer Expectations Management. • Active Listening Skills. • Ability to handle queries and objections in a professional manner. • Passionate about communication and interacting with people is key to success in this role. • Able to receive continuous feedback and work in a fast-paced working environment. • Positive attitude and willingness to learn and go the 'extra mile' for self-improvement. • Emotional intelligence and ability to stay calm when customers are stressed or annoyed. • Good reasoning and analytical skills. • Able to demonstrate critical thinking, a proactive attitude, and composed communication in challenging situations.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 78K - MYR 118K
Salary Description	<ul style="list-style-type: none"> - Annual leave - Medical insurance - Language allowance - Housing allowance - Training provided - Sick leave - Visa provided - Career development program - Flight ticket - others
Holiday Description	<p>Five-Day Workweek</p> <p>Sick Leave</p>
Nearest Station	<ul style="list-style-type: none"> - Based in Bayan Lepas, Penang - Easy to find food - Got shopping mall - Mini shop - Others