

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 Other Job Type - New Graduate & Entry Level
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). • 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. • Work 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. • Keep job knowledge and skills up to date by attending training and continuously learning. • Meet all key performance indicators set by the company and client. • Adhere 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: 24/7 (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 1 year work experience in customer services • 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"> • Be able to quickly and accurately understand information that is shared by customers or dealerships and summarize them in an easy-to-understand way • Report accurately and without delay by correctly judging urgency and prioritizing accordingly

Qualifications	<ul style="list-style-type: none"> • Polite and up-beat response on the phone • Ability to quickly acquire the necessary technical knowledge regarding features and functions of the company products as well as surrounding relevant laws and regulations and explain to customers in an easy-to-understand way • Ability to acquire knowledge in real time using official communications, press materials, dealer information materials, vehicle literature, Call Center knowledge, etc. • Customer Service orientation • 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. • Must be able to speak, read and write in English and Japanese
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 - Sick leave - Language allowance - Housing allowance - Training provided - Visa provided - Career development program - Flight ticket - others
Holiday Description	Five-Day Workweek Sick Leave
Nearest Station	<ul style="list-style-type: none"> - Based in Georgetown, Penang - Easy to find food - Got shopping mall - Mini shop - Others