

Job Detail

Staff Level

Position Title	Social Media Chat Support (Japanese Speaking)
Recruiter Company	【LTS】Language Talent Solutions マレーシア
Company Name	Company name is private
Activated / Updated	2024-05-13 / 2024-05-13
Job Type	Customer Service - Customer Support Other Job Type - New Graduate & Entry Level
Industry	
Location	Asia Malaysia Kuala Lumpur
Job Description	<p>overview: SNS Chat Support Representatives provide problem solving and support regarding clients' products and services through communication with customers over the Internet. You will be required to ensure smooth communication with customers and quickly and effectively resolve issues regarding their products and services.</p> <p>Main duties:</p> <p>Achieving contractual key performance indicators (KPIs):</p> <p>Ensure that the services provided to customers meet contractual KPIs. Clarification of customer requirements:</p> <p>Clarify customer requirements, ask questions to improve understanding, and use decision support tools and resources to appropriately resolve customer issues. Responding to customer needs and concerns:</p> <p>Maximize opportunities to build relationships with customers by listening carefully to their needs and concerns and demonstrating empathy. Polite response:</p> <p>Greets customers in a courteous, friendly, and professional manner using agreed procedures. Maintain basic knowledge of products and services:</p> <p>Maintain basic knowledge of client products and services. Precise work preparation:</p> <p>Prepare complete and accurate work, including noting accounts appropriately. Participating in activities aimed at improving customer satisfaction and performance:</p> <p>Participate in activities that contribute to improving customer satisfaction and business performance. Additional product and service offerings:</p> <p>To provide you with additional products and services. Track, document, and retrieve information in the call tracking database:</p> <p>Track, document, and retrieve information in call tracking databases. Responding to customer inquiries:</p> <p>Respond to customer inquiries and provide referrals to published materials, secondary sources, or senior staff.</p>
Company Info	<p>【Work environment】 Fast and global environment</p> <p>[About passive smoking measures] No smoking indoors/smoking area available</p>
Working Hours	24-hour rotation shifts, 8 hours work, 9 hours off, 5 days a week (including weekends)

Qualifications	<p>Application Requirements:</p> <p>For new graduates: Native level Japanese Polite and strong customer service orientation Computer navigation skills and PC knowledge Effective communication skills (English and Japanese) Multitasking skills, flexible and able to adapt to rapid change Tolerance of repetitive tasks in a fast-paced, highly productive environment Ability to work both as a team member and independently</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	<p>MYR - Malaysian Ringgit MYR 98K - MYR 118K (Month salary : MYR - Malaysian Ringgit MYR 8167 - MYR 9833)</p>
Salary Description	<p>Education/ Training Social Insurance</p>