

Job Detail

Staff Level

Position Title	[Working in Penang, Malaysia] Travel-related customer success position
Recruiter Company	【LTS】Language Talent Solutions マレーシア
Company Name	Company name is private
Activated / Updated	2024-05-13 / 2024-06-10
Job Type	Customer Service - Customer Support Customer Service - Other
Industry	Outsourcing
Location	Asia Malaysia Pulau Pinang
Job Description	<p>[Job Description]</p> <ol style="list-style-type: none">1. Customer Support: Respond to travel-related inquiries and requests, and provide courteous and prompt support via phone, email, or chat.2. Reservation Management: Manage reservations, changes, and cancellations for travel products, and propose optimal solutions to meet customer needs.3. Information Provision: Provide information about travel destinations and tours, and provide the necessary support to resolve customer questions and concerns.4. Problem Resolution: Deal with troubles and emergencies during travel, and work with related departments and partners to find quick and appropriate solutions.5. Customer Satisfaction Improvement: Collect customer feedback, make suggestions to improve services and understand customer needs, and contribute to improving customer satisfaction.
Company Info	<p>The global working environment in Malaysia is diverse and has an international business culture.</p> <p>Full of diversity and growth opportunities, it is an attractive place for people seeking an international business career.</p> <p>[Measures to prevent passive smoking]</p> <p>Smoking is prohibited indoors as a general rule (smoking rooms are available)</p>
Working Hours	Five days a week (including weekends) 7:00am-8:00pm (shift, 9 hours on-duty, 8 hours actual work)
Qualifications	<p>Required skills and qualifications:</p> <p>Fluent Japanese reading, writing and speaking ability</p> <p>Communication and response skills</p> <p>Customer orientation and problem-solving skills</p> <p>Teamwork skills and flexibility</p> <p>Experience in the travel industry or customer service work is a plus</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	MYR - Malaysian Ringgit MYR 118K - MYR 138K (Month salary : MYR - Malaysian Ringgit MYR 9833 - MYR 11.5K)
Salary Description	Education/ Training Social Insurance

Holiday Description	Sick Leave Congratulatory or Condolence Leave Paid Holidays Child-care Leave
Job Contract Period	Full-time employment