

Job Detail

Staff Level

Position Title	[Cyberjaya, Malaysia] Travel site Customer Service Job
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 - Telemarketing/Telesales
Industry	
Location	Asia Malaysia Selangor
Job Description	<p>[Job Description]</p> <ol style="list-style-type: none">1. Respond to customer inquiries and support requests via phone, email, chat, etc.2. Handle reservations, cancellations, refunds, and other procedures to respond to customer requests promptly and accurately.3. Provide detailed information to resolve customer questions and concerns regarding travel.4. Provide assistance on how to navigate the website and applications to ensure customers can use the service smoothly.5. Address customer feedback and complaints and provide appropriate solutions.6. Collaborate with team members and other departments to improve service quality and efficiency.7. Provide information about special promotions and events to attract customers' attention as needed.
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-day work week (including weekends) 8-hour work day, 9-hour shift commitment Rotating shifts with night shifts (3-shift system - morning, afternoon and evening)
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	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level

Salary	MYR - Malaysian Ringgit MYR 98K - MYR 118K (Month salary : MYR - Malaysian Ringgit MYR 8167 - MYR 9833)
Salary Description	Education/ Training Company Housing Dormitory Social Insurance
Holiday Description	Sick Leave Congratulatory or Condolence Leave Paid Holidays Child-care Leave
Job Contract Period	Full-time employment