

## 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"> <li>1. Respond to customer inquiries and support requests via phone, email, chat, etc.</li> <li>2. Handle reservations, cancellations, refunds, and other procedures to respond to customer requests promptly and accurately.</li> <li>3. Provide detailed information to resolve customer questions and concerns regarding travel.</li> <li>4. Provide assistance on how to navigate the website and applications to ensure customers can use the service smoothly.</li> <li>5. Address customer feedback and complaints and provide appropriate solutions.</li> <li>6. Collaborate with team members and other departments to improve service quality and efficiency.</li> <li>7. Provide information about special promotions and events to attract customers' attention as needed.</li> </ol>
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	<p>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)</p>
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

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