

Hiredsearch Services



Customer Service Specialist

Our client is an International Business Process Outsourcing companies in Malaysia with more than 6000 employees.

【募集内容】

仕事内容	<p>The Customer Service Specialist (CSS) will be responding to customer requests , managing concerns , and providing specific information based on the enquiries received via inbound phone call and email channels.</p> <p>The CSS will be the primary contact for customers using the client ' s website shopping channel.</p> <p>The CSS lives the values of our client which are: -</p> <ol style="list-style-type: none"> 1. Responsibility: The CSS represents the client and is the face of the brand to the outside world. 2. Quality and a Passion for Excellence: We always want to shoot for the best possible result. <p>The CSS is expected to project a professional company image through various communication channels.</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). • Processing payments and confidential client information in a manner that is precise and safeguards the customer ' s personal and financial payment data at all times. • 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. • Works 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. • Keeps job knowledge and skills up to date by attending training and continuously learning. • Meets all key performance indicators set by the company and client. • Adheres to the policies and procedures set by the company and client.
勤務地	Penang , Malaysia
勤務時間	5 days per week (Monday to Sunday rotation) 8 hours + 1 hour break per day (Rotate from 7am-8pm , NO night shift)
給料	Salary is up to MYR9 , 000 or RM11 , 000 (If you prefer 24/7 shift)
待遇	5 nights FREE accommodation when arrive in Malaysia including 1 way flight ticket from Japan to Malaysia.
休み	10 days annual leave 14 days medical leave 3 days wedding leave 3 days bereavement leave 3 days calamity leave
資格	Diploma or Degree holder who speak English and Japanese
採用人数	30名
応募するには	(【求人Free】の応募エントリーが必要です) Please send your latest resume (English version) to my email.
面接日	Online interview via Ms Teams
採用担当者	Belle
担当者から一言	Hello candidate , you may whats ' app me for more information if there is anything to check/clarify. Thank you.
連絡先	03-7773 1179 +60165295579

【企業情報】

企業名	Hiredsearch Services
業種	HR Consulting Firm
企業形態	株式会社
代表者	Belle Lee 最高経営責任者
立年月	2017年 4月
資本金	10000000万円
従業員数	10名 アルバイト、パート含む
所在地	〒123-4567 Level 27 Penthouse , Centrepoint North , Mid Valley City , Lingkaran Syed Putra ,

連絡先	03-7773 1179
ホームページ	
交通アクセス	

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