



Thrive in a World-Class Customer Service Role with a leading U.S Multinational.

OPEN POSITION : CUSTOMER SERVICE

Total jobs : 60

Date of joining : 12, 19 and 26 August 2024

Language: Mandarin + English

Location: KL Sentral

Hours : 24*7

* Able to work in Rotational Shift
(Each shift is 8+1 hours)

* Able to work during Public Holidays when required

Minimum Requirement :

EDUCATION :

Degree/Diploma

(Fresh graduates can apply)

SPM + 2 Years CS experience

SALARY RANGE :

(BASIC)RM3500 - RM4100 + (Complexity Allowance) + RM500 + (Monthly KPI) up to RM800

JOB ROLE :

The Client Service Associate is to help support advertisers worldwide through chat, email, and callbacks.

DUTIES AND RESPONSIBILITIES :

- Understand customer enquiries and respond via applicable channels: email, chat, and call backs
- Understand customer enquiries and ensure they are answered or routed through the appropriate support channel
- Manage customer escalations and ensure that these are answered, tracked, and escalated as required
- Perform all procedures accurately, including following documented call flows, work processes, data entry requirements, and complaint management processes
- Ensure all SLAs are met accordingly
- Demonstrate a strong customer service orientation and take responsibility to ensure customers are satisfied
- Provide a high level of professionalism and competent customer service
- Able to communicate effectively with customers in a friendly and polite manner following the processes
- Able to read, write, and speak fluently and spontaneously in both English and Mandarin, for native speakers, in their native language

Contact undersigned for more details.

NUR SHAHIDA

IT Talent Acquisition Executive

Email: shida@synlog.net

HP : +6013 926 9475

LinkedIn : <http://linkedin.com/in/shahida-jamil-87783b153>

Shirley Mor

Talent Acquisition Executive

Email: shirley@synlog.net

HP: +60 13- 713 6934

LinkedIn: <http://linkedin.com/in/shirleymor>

Address:

Synergy Log-in System Sdn Bhd,
Technology Park Malaysia, 43300 Kuala Lumpur,
Federal Territory of Kuala Lumpur
Selangor Darul Ehsan