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**Job Description**

CUSTOMER SUPPORT REPRESENTATIVES

(4 vacancies available)

1. **OVERVIEW**

We are looking for customer support representatives to act as a liaison, provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency.

The target is to ensure excellent service standards and maintain high customer satisfaction by providing accurate information and efficient solutions.

1. **RESPONSIBILITIES**

* Manage large amounts of inbound and outbound calls in a timely manner.
* Follow communication “scripts” when handling different topics.
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Seize opportunities to upsell products (future loan products) when they arise.
* Build sustainable relationships and engage customers by taking the extra mile.
* Keep records of all conversations in our call center database in a comprehensible way.
* Frequently attend educational seminars to improve knowledge and performance level.
* Meet personal/team qualitative and quantitative targets.

1. **QUALIFICATIONS & REQUIREMENTS.**

* Proven customer support experience
* Track record of over-achieving quota
* Strong phone contact handling skills and active listening
* Familiarity with CRM systems and practices
* Customer orientation and ability to adapt/respond to different types of characters
* Excellent communication and presentation skills
* Ability to multi-task, prioritise, and manage time effectively
* Minimum SPM requirement
* Able to speak fluently in English, Bahasa Malaysia. Ability to speak in Mandarin/Cantonese is a plus.