

**KRIDENTIA GROUP OF COMPANIES**

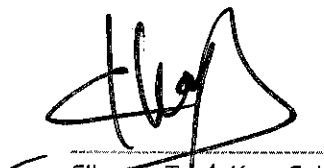
Staff Name	Amlrul Farhan Bin Burhan
Staff ID	EIS385
Position Title:	Customer Service Executive
Department:	Post Sales Operation
Company:	Kridentia Integrated Services
Designation/Job Grade:	Executive
Job Category:	Customer Service
Reporting Superior:	Mohd Nor Affandi Bin Mertadza
Location:	Kridentia Tech Headquarter (Cyberjaya) – Level 2
Job Summary (Purpose of Job)	The customer Service Executive serves as the primary point of contact for any customer who has a question or an issue with a product or service the company sells. This position is also responsible for after-sales support (L1) and escalating the inquiries to L2 or L3 to get the reported problem solved by the respective team within the agreed SLA.
Job Description	<ol style="list-style-type: none"> <li>1) Customer Service <ul style="list-style-type: none"> <li>• Manage incoming/outgoing phone calls and emails</li> <li>Acting as a liaison, providing product/services information, answering inquiries, and resolving any emerging problems that our customers might face with accuracy and efficiency by using the right methods/tools/system to achieve satisfaction</li> <li>• Build sustainable relationships and trust with customer accounts through open and interactive communication</li> </ul> </li> <li>2) After-Sales Support (L1) <ul style="list-style-type: none"> <li>• Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution</li> <li>• Escalate the reported issue to (L2) or (L3) if the problem couldn't be solved at (L1)</li> <li>• Keep records of products sold, their warranty, and service entitlement, also keeping records of customer interactions, process customer accounts, and file documents</li> </ul> </li> <li>3) Cross-departmental collaboration (Includes and is not limited to Sales, Product Assembly, Repair Centre, Logistic, R&amp;D and/or Helpdesk)</li> <li>4) Quality Assurance and Improvement <ul style="list-style-type: none"> <li>• Overseeing the customer service process and proposing an improvement plan when needed</li> <li>• Creating policies and procedures</li> <li>• Project a statistic report base on the logs received and identify the major root cause of the issue for an improvement plan and Sales reference</li> <li>• Planning the training and standardization of service delivery</li> <li>• Possesses excellent product knowledge to enhance customer support</li> </ul> </li> <li>5) Report card presenter in Company Townhall session</li> <li>6) Other tasks related to the division's key responsibility included product assembly and are subject to change when required</li> </ol>
Additional Requirements	<ol style="list-style-type: none"> <li>1) To familiarize the ERP system process and the warranty expiry and service entitlement</li> <li>2) To adhere to the operation working hours to avoid service interruption to the supply chain procedures</li> <li>3) Require to have qualities, eg; patient, empathetic, and passionately communicative. Understand the value of good</li> </ol>

	<p>communication skills. To put himself in their customers' shoes and advocate for them when necessary.</p> <ol style="list-style-type: none"><li>4) Be confident at troubleshooting and investigating even if he doesn't have enough information to answer customer questions or resolve complaints.</li><li>5) Take the extra mile to engage customers, respond efficiently to customer inquiries, and maintain high customer satisfaction.</li><li>6) Ability to work independently without much supervision</li><li>7) Maintaining a pleasant working environment for your team</li><li>8) Self-development and improvement</li></ol>
--	---

The above Job Description and Scope of Duties are essential for the position and not exclusive. The Management reserves the right to amend, alter, modify, add or delete the scope as and when deemed fit to suit the Company's business operations.

The position holder must perform and execute any given duties from time to time. Any grievances and/or ambiguity shall be referred to Chief Executive Officer for final deliberation.

Verified by:



Elvester Tong Kam Fai  
Date: 25-Apr-2022

Accepted by:



Amirul Farhan Bin Burhan  
Date: 25-Apr-2022