**JOB DESCRIPTION | Customer Operations Executive**

Experian Data Quality is a global leader in providing data quality software and services. We help our clients to proactively manage the quality of their data through world class validation, matching, enrichment and profiling capabilities. With flexible SaaS and on-premise deployment models, Experian Data Quality software allows organisations around the world to truly connect with their customers by delivering intelligent interactions, every time.

Our Targeting products helps organisations define, understand and engage audiences online, offline and in a local area. We use consistent and predictive definitions of audiences, combined with rich and insightful data and analytics to help our clients acquire new customers, value existing ones and provide personalised services based on an understanding of them as individuals

**The role is based in Kuala Lumpur, Malaysia within the KL Finance Shared Service Centre Billing Team and will report to the Operations Manager MS-EDQ Sales in Melbourne, Australia**

As a Customer Operations Executive, you will enable the Australian EDQ Targeting sales teams to be successful by providing key administrative support and by engaging with our Top Tier clients to deliver excellence in client service and to maintain and improve our Net Promotor Score.

You will also Identify and influence business improvements to contribute to the growth and profit of our organisation through achieving efficiency and promoting healthy organisational structure, systems and controls.

This role is a great opportunity to gain experience in a dynamic environment, while supporting the sales team in achieving their individual and business targets, through improving internal processes and procedures and resolving client problems and difficulties.

**What you’ll be doing**

* Building strong and effective relationships with account managers by providing a high level of support in processing signed contracts across renewals and new Business for Data Quality and Targeting
* Distributing License keys for On-Premise products for Data Quality
* Deploying SaaS tokens for our On-Demand products for Data Quality
* Preparing and issuing welcome emails to our clients
* Setting up Customer Care calls between our clients and Senior Operations Specialists
* Obtaining and reviewing documentation for internal & external audits
* Performing administrative work, e.g. elimination of duplicate accounts in Salesforce
* Consistently developing efficient systems/processes in Investigating and resolving business unit challenges
* Reviewing operating procedures and keeping our training documentation and workflows up to date
* Assisting in our user acceptance testing (UAT) within our CRM system to support system enhancements and business efficiencies

**More about you**

You will be an experienced administration professional with a high attention to detail and an ability to work closely with key stakeholders, supporting them to achieve their objectives.

We are looking for someone who is/has;

* + Proactive
  + Strong attention to detail
  + Positive work-ethic
  + Excellent communication skills in English (written and spoken)
  + Good analytical skills
  + Confident in presentations
  + Keen to promote policy/procedure changes that will benefit the organisation
  + Self-motivated and able to work without close supervision
  + Able to prioritise and self-manage time
  + Able to work well both independently and as part of a team

**Experience**

* At least 2 years of experience working in a Customer Service or administrative role
* a professional environment
* a fast-paced environment, delivering to tight deadlines

**Knowledge**

* Competent in Microsoft Office
* Previous use of Salesforce.com CRM would be an advantage

**Qualifications**

* University Degree

**Role and Experian Summary**

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| **Role Location:** | Cyberjaya | MY |
| **Business Unit:** | MS-EDQ | Sales |
| **Grade** | EB11.Malaysia |
| **Reports to:** | Operations Manager |
| **Travel:** | None |
| **Experian by Numbers** | **Experian’s a leading Analytics Enterprise**  We’re passionate about unlocking the power of data in order to transform lives and create opportunities for consumers, businesses and society. For more than 125 years, we’ve helped businesses grow, consumers and small businesses gain access to financial services, and economies and communities flourish – and we’re not done.  **Our 17k amazing employees in 40+ countries** believe the possibilities for you, and the world, are growing. We’re investing in the future, through new technologies, talented people and innovation so we can help create a better tomorrow.  To do this we employ the greatest and brightest minds that share our purpose and want to make a difference. We embrace our diversity yet share similar values and growth mindsets.  **What’s your next professional and personal goal?** Let Experian help bring this to life |
| **Culture at Experian**  **Our uniqueness is that we truly value yours.**  Experian Asia Pacific's culture, people and environments are key differentiators. We take our people agenda very seriously. We focus on what truly matters; diversity and inclusion, work/life balance, development, engagement, collaboration, wellness, reward & recognition, volunteering... the list goes on.  **We’re an award winning organisation due to our strong people focus.**  Experian Asia Pacific isn't just growing, we're leveraging cutting edge data science, inclusion and start-up mindsets to build tomorrow's credit solutions. Innovation is a critical part of Experian's DNA and culture. | **Transforming Lives with Data & Analytics [<2 min video]** |

**#targeting #dataquality #Cyberjaya #ExperianMalaysia #salesenablement**