**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 DQT Operations Manager in Sydney, Australia**

As a Customer Operations Executive, you will enable the Australian & New Zealand sales teams to be successful by providing key administrative support on background checks utilized for prospective & renewal client due diligence, prior to onboarding.

You will also support the Customer Operations Manager with adhoc tasks 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, with Sales enablement front of mind.

**What you’ll be doing**

* Verifying the identify of a client from the completed credentialing application form against a list of baseline requirements across new or existing client relationships.
* Reviewing client and industry type against the standards outlined in the global industry watchlist process, Experian’s potential risk (reputational/financial) associated with some clients/industries.
* Preforming sanction screening on clients, beneficial owners (where applicable) and other parties.
* Identifying & obtaining additional approvals where clients are subject to enhanced due diligence based on data volume or customer activity or behavior.
* Taking action on any identified red flags uncovered in the process.
* Maintaining records of due diligence preformed against the client record in SF with red flags observed and addressed.
* Reviewing operating procedures and keeping our training documentation and workflows up to date
* Consistently developing efficient systems/processes in Investigating and resolving business unit challenges
* Performing administrative work, e.g. elimination of duplicate accounts in Salesforce, scheduling customer care calls, distribution of welcome emails and other adhoc tasks

**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
  + Demonstrate strong attention to detail
  + Self-motivated and able to work without close supervision
  + Able to prioritise and self-manage time
  + Positive work-ethic
  + Excellent communication skills in English (written and spoken)
  + Acquire knowledge of industry and keep up to date with policies
  + 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