

Job Summary

Job Ref	:	OGOR
Position	:	Customer Service Associate
Company / Industry	:	E-Commerce
Location	:	Bangsar South, KL
Reporting to	:	Team Leader
Salary	:	Up to RM 6,000 (Depending on experience)

Requirements

As a bilingual Customer Support Consultant, you will provide first class customer service clients via phone and e-mail. You are also expected to:

Responsibilities

- Assist customers via English or Japanese (Nihonggo) language;
- Use provided tools and resources to resolve customer issues;
- Adhere to client-defined processes and procedures and company policies;
- Meet or exceed minimum requirements for productivity, availability and quality requirements;
- Meet pre-determined targets; and
- Ensure proper documentation of activities in the client tool pertaining to customer problems, requests and actions taken.

Requirements

- Valuable work experience
- Earned a Bachelor's Degree/Diploma or any relevant qualification
- JLPT Level N1 – N3 preferred
- Native or Non Native Japanese. Can be any Nationality
- Working knowledge on Microsoft Office applications
- Excellent English and Japanese (Nihonggo) written and verbal communication skills
- Strong Customer Service Skills
- Willing to work in Bangsar South

Please contact Jason Wong at 012-6888045 or email jason.wong@hunters-in.com if interested