



Job Description

POSITION:

Customer Service

ROLE:

Reports directly to Group Business Development Manager. Responsible for customer services related to all business of Globex Group of Companies.

RESPONSIBILITY:

General:

1. Responsible for Customer Services KPIs.
2. Resolve product or service problems by clarifying customers' queries, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution in coordination with respective businesses.
3. Go the extra mile to engage customers.
4. Manage large amounts of incoming calls both internal and external.
5. Build sustainable relationships of trust through open and interactive communication with customers.
6. Follow communication procedures, guidelines and policies that have been given to them.
7. Escalate customer complaints via phone, email, mail or social media to the respective businesses.
8. Provide accurate, valid and complete information by using the right methods or tools.
9. Provide weekly, monthly and quarterly customer service reports to Group Business Development Manager.
10. Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction.
11. Take payment information and other pertinent information such as addresses and phone numbers.
12. Open and maintain customer accounts by recording account information.
13. To perform other duties assigned by the management from time to time.

QUALIFICATION & EDUCATION REQUIREMENT:

1. Higher qualification in A-Level to Diploma education requirements.

PREFERRED SKILLS:

1. Proven customer support experience – customer service.
2. Customer orientation and ability to adapt or respond to different types of characters.
3. Excellent communication and presentation skills – communicate in a friendly, helpful and non-prejudicial manner.
4. Ability to multi-task, prioritize and manage time effectively.
5. Ability to work under pressure.
6. Attention to details, analysis, problem solving, resolving conflict and quality focus.
7. Computer skills especially using Microsoft Excel, Word and others.
8. Positive attitude.
9. Commitment to the working hours required to fulfil the job, including flexibility in workplace.