



## PR/156841 | Customer Service Executive - online gaming industry

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントマレーシア

#### 求人ID

1508794

#### 業種

ビジネスコンサルティング

#### 雇用形態

正社員

#### 勤務地

マレーシア

#### 給与

経験考慮の上、応相談

#### 更新日

2024年12月11日 15:17

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### Company Background :

- New set up IT outsourcing company (focus on online gaming client)
- Working hours: 11am - 8pm (2 days off per week)

#### Job Responsibilities :

- Provide excellent and timely customer service.
- Understand and meet customers' needs effectively.
- Handle customer inquiries and feedback with care.
- Ensure prompt fulfillment of customer requirements.
- Maintain accurate system data and records.
- Assist in testing and troubleshooting.
- Offer product-related information and support bidding processes.
- Identify opportunities to improve processes and enhance customer experience.
- Resolve IT issues and address customer complaints.

- Meet service performance targets and comply with guidelines.
- Support team members during staff shortages in customer service.

**Job Requirements:**

- Diploma or Degree in any field.
- Previous experience in customer service or technical support, preferably in IT industry.
- Fluency in Mandarin and English preferred as required to interact with Taiwan and China customers.
- Availability to work on weekends and public holidays.
- Fresh graduates are encouraged to apply.

#LI-JACMY  
#statekl

---

会社説明