

CUSTOMER SERVICE OFFICER (Parcel To Post – BUKIT RAJA)

Job Responsibilities

- Handle all incoming calls from customers.
- Provide good customer services and maintain good rapport with customers.
- Ensure customer request, enquiry, feedback and complaints are attended and resolved in timely manner and in accordance to Company's procedures.
- Work closely with team members to achieve optimum efficiency and productivity.
- To escalate any unresolved issues, which cannot be completed within the agreed procedures
- To ensure enquiries received are properly recorded and followed up.
- Any other duties as and when assigned and deemed necessary.

Job Requirement

- Candidate must possess at least SPM/Diploma in relevant fields.
- At least 1-2 year(s) working experience in a call centre or service-oriented Company.
- Computer literate (i.e. Microsoft Office, e-mail).
- Possess a high degree of diplomacy and tact in managing issues and difficult situations.
- Customer-oriented with good interpersonal and communication skills.
- Effective team player with a pleasant disposition and personality.
- Highly adaptable to a dynamic environment.

Salary will commensurate with experience and qualifications. Interested candidates are invited to write in / fax / What'sapp or e-mail with detailed resume to:

Email : gen@fmgloballogistics.com or whatsapp to mobile no. : 012-799 6152
or Fax : 603-3176 8634