

Customer Service Officer (Branch JB)

Responsibilities for Customer Service Office

- Handling inbound calls and outbound calls
- respond promptly to customer inquiries
- Contribute to team effort by accomplishing related results as needed
- Always review and Identify and assess customers' needs to achieve higher satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts, and file documents
- Follow communication procedures, guidelines, and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone and email
- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Execute day-to-day operational activities according to requirements and KPI, ensuring close co-ordination with carrier, co-loader, airfreight forwarders, contractors, and origin and destination offices to obtain high customer satisfaction.

Job Requirement

- Ability to multi-task, prioritize, and manage time effectively
- Take personal ownership
- Courtesy and respect
- Positive attitude
- Responsiveness
- Reliability
- Putting customer first
- Adaptability
- Customer oriented
- Ability to Work Under Pressure
- Patience

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: danny.chong@fmgloballogistics.com or WhatsApp to mobile no. : 012-3099918

Or Fax: 07-3500959