

Call Centre Executive Wanted

Responsibilities:

Maintain targeted service level at Call Centre

- Effectively handle outbound calls arising from projects / tasks to be handled by Call Centre
- Provide fast and timely solutions to all customer related problems
- Update the contact history as well as the details of conversation of outbound calls into the system
- Assist Team Manager in ensuring understanding of new information / procedures and update of knowledge base.

- Assist Team Manager in coordinating and liaising with other parties on clarification of new information and complex enquiries
- Adhere to company's policy and standards
- Promote teamwork and collaboration within the department

Requirements:

- Candidate must possess at least a minimum Diploma holder / Degree in any discipline
- Minimum 1-2 years of working experience in customer service, call centre or telemarketing field
- **Required language(s): English and Mandarin**
- Excellent telephone manners and communication skills
- Ability to work independently, meticulous, committed and communicates well with all levels
- Enjoys working in a fast paced environment
- Comprehensive training will be provided for successful candidates
- Preferably Junior Executives specializing in Customer Service or equivalent
- Pleasant, self motivated and possess self discipline
- A good team player
- Fresh graduates are encouraged to apply

Salary:

Rm1800-2300

Deadline:

November 30th, 2013

Interested candidates are encouraged to email their resumes to:

kinn@ftms.edu.my