

求人情報

スタッフレベル

ポジション名	【要英語スキル】航空会社のカスタマーサポート
この求人情報の取扱い会社	MindPec Solutions
企業名	会社名非公開
掲載開始・更新	2024-09-09 / 2024-09-09
職 種	カスタマーサービス - カスタマーサービス/カスタマーサポート ホテル/レジャー/外食系/旅行 - リザーベーション/予約関連 ホテル/レジャー/外食系/旅行 - 旅行関連職
業 種	その他
勤務地	アジア マレーシア Kuala Lumpur
仕事内容	<p>◇航空会社のカスタマーサポート業務◇</p> <p>Job Title: Japanese Customer Service for Airlines industry</p> <p>Job Role: The Reservation and Ticketing team are responsible for ensuring support, relating to client, travel agents and passenger's inquiries. The team roughly handles 90% inbound inquiries and 10% back office work. Responsibilities are conducted via phone, email and chat.</p> <p>DUTIES AND RESPONSIBILITIES: Primary Job Functions:</p> <p>Answer incoming calls including email and chat in a timely manner Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives Build sustainable relationships and engage customers by taking the extra mile Keep the customer's privacy and protect customer information Meet personal/team qualitative and quantitative targets Handle simple to difficult inquiries in a given span of time Manage different types of callers in a given span of time Achieve the given metrics in accordance to the center's commitment to client Identify and escalate issues to supervisors Provide accurate information and excellent customer service Research required information using available resources Research, identify, and resolve customer complaints using applicable resources Process request according to customer's preference on time Route calls to appropriate resources Document all call information according to standard operating procedures Recognize, document, and alert the management team of trends in customer calls Follow up customer calls where necessary</p>
企業について(社風など)	KL Sentral- Very convenient location
勤務時間	Time: 9am-9pm Monday – Sunday, 5 working days + 2 days off
応募条件	<p>Requirement:</p> <ol style="list-style-type: none"> 1. Business level of Excellent English and Japanese Native 2. Better have : CS Airlines Experience who handles booking, ticketing and travel such as ground staff, flight attendants or any airlines/aviation experience
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	ビジネス会話(日本語能力試験2級又はN2)
年 収	マレーシア・リンギット 9.8万リンギット ~ 13.8万リンギット
給与に関する説明	教育研修 社会保険完備
休 日	5days / week
契約期間	Permanent
最寄り駅	KL Sentral, Malaysia

