

Customer Service Executive / Team Leader

Job Descriptions:

- Provide accurate and appropriate information or assistance to all walk-ins, incoming-calls and email enquiries;
- Patiently attend to customers' enquiries and feedback accordingly;
- Ensure and enhance customer satisfaction;
- Liaise with internal and external parties for effective solutions to problem resolution;
- Manage a team comprise of Operation & Customer Service Assistant include retail assistant in bookstore
- To conduct bi-monthly Pelangi books gallery stock take & inventory reconciliations.
- To ensure Pelangi books gallery promotion run smoothly as per plan
- Maintaining all ISO related matters pertaining to Customer Service
- Perform general administrative duties and ad hoc reports from superior

Job Requirements:

- Minimum a Diploma or Degree in any field with at least 2 years' experience in front office / customer service;
- Excellent communication and customer relationship skills;
- Good in analytical and problem-solving skills
- Pleasant personality, professional and customer oriented;
- Required language(s): Bahasa Malaysia, English and Chinese;
- Ability to speak Mandarin is an added advantages;
- Ability to build rapport with customers and to understand their needs;
- Applicants must be willing to work in Bandar Baru Bangi.

Required document:

Interested candidates are requested to write in with:

- Updated resume stating qualifications, work experience, current and expected salary with a recent passport-sized photography;
- Transcripts from SPM to current level;
- NRIC photocopy;