

Customer Support Executive

Job Overview

The Support Executive plays a vital role as the front-liner of the company. The position will have direct impact to the company's brand, public reputation and customer satisfaction. The main responsibility is to help resolve customers' issues.

Job Responsibilities

- Answer 1st level online support chats professionally.
- Handle and resolve customer inquiries.
- Identify and escalate issues.
- Follow up customer chats with email where necessary.
- Complete chat/emails logs (If required)
- Perform any ad-hoc translations from English to native language if necessary.
- Review customer's documents literature.
- Backing up other departments if required during the weekend.
- Work closely with Head of Support to document and improve processes and workflows.

Requirements

- Good time management. (Punctuality is a MUST)
- Shift work
- Good verbal and written skills both in English and Chinese. (Extra language will be advantage)
- PC literature and understand Microsoft office with ease.
- Able to type at reasonable speed and communicate via online messenger like Skype, Line and WhatsApp.
- Must be patient and understanding.
- Have prior experience in translating materials from English-Chinese and vice versa will be an advantage.
- Good communication skills are needed to handle and respond to questions and feedbacks from customers, acting as online customer support.
- Independent and discipline while working at home.
- Preferably with at least 1-2 years of working experience.
- Owns a Laptop and has good internet connection
- Discipline and honest