

Fullerton Markets Limited

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.

Fullerton Markets International Limited

Suite 305, Griffith Corporate Centre
P.O. Box 1510
Beachmont, Kingstown
St. Vincent and the Grenadines
Company No.: 24426 IBC 2017

Phone: +64 21 0822 7610

Email: corporate@fullertonmarkets.com

Web: www.fullertonmarkets.com

Requirements

- Good time management. (Punctuality is a MUST)
- Shift work
- Good verbal and written skills both in English and Vietnam. (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-Vietnam 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

Benefits

We offer an attractive compensation and benefits package for successful applicants which includes:

- 5-days work environment,
- Annual Leaves (14 days),
- Attractive Salary and Commission package

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