

## Executive, Customer Service

Near Jurong East MRT Station

### Responsibilities:

- Provide excellent customer services in the retail front office operations including handling of all incoming enquiries and requests from customers and prospective customers, provide good explanation on invoices and account related queries, and retail contracts management.
- Implement business strategies, execute business plans and evaluate results.
- Involve in daily operations and customer service support activities (i.e. provide post-sales support services).
- Involve in system enhancement projects

### Requirements:

- Preferably Degree or above.
- Some experience in customer service and handling of cold calls is preferred.
- Invites people who share values in service excellence, possess a positive can-do working attitude, be self-motivated, independent with good initiative.
- Possess good presentation and negotiation skills, and be willing to learn and prepared to grow with the organization.
- A team player with good interpersonal and communication skills, achievement oriented and results driven.

### Others:

- 5-day work week. (Will be scheduled half day off for a fixed weekday)
- Working Hours: Mondays to Fridays 9am to 6pm (Will be rotated to work from 11am to 8pm on scheduled basis). Saturdays 9am to 1pm





Interested applicants, please forward your detailed resume with enclosed photograph including your last drawn salary, expected salary and availability to [HR.SG@pacificlight.com.sg](mailto:HR.SG@pacificlight.com.sg)

Please indicate the position that you are applying on the subject.

(All applications will be treated in strictest confidence. We regret that only shortlisted candidates will be notified)



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