

Executive/Officer, Customer Service

JTC Summit (near Jurong East MRT Station)

Responsibilities:

- Provide excellent customer service in the retail front office operations.
- Handle incoming enquiries and requests from residential customers.
- Engage in daily operations, actively contributing to problem resolution and providing customer service support.
- Explain invoices, address account-related queries, and manage retail contracts effectively.
- Able to understand and explain well on the company's price plans and services.
- Communicate clearly and effectively with customers, ensuring a positive interaction.
- Demonstrating empathy and patience in handling customer concerns.
- Recording customer interactions and transactions accurately in the company's system.
- Adhering to company policies, procedures, ethical standards, code of conduct, and compliance with relevant regulations and laws.
- Safeguard customer confidentiality and privacy throughout all interactions.
- Participate in system / process enhancement projects to improve overall efficiency.

Requirements:

- Preferably holding a degree or diploma.
- Some prior experience in customer service is desirable.
- Seek individuals who align with values emphasizing service excellence.
- Possess a positive and proactive working attitude.
- Demonstrate self-motivation, independence, and a proactive approach to tasks.
- Exhibits a willingness to learn and is prepared to grow with the organization.
- Demonstrates strong teamwork, with good interpersonal and communication skills.
- Exhibits an achievement-oriented and results-driven approach.
- Proficient in communication using multiple languages, including English and Mandarin. Proficiency in Malay is considered an added advantage.



Others:

- 5-day work week.
- Working Hours: Mondays to Fridays 9am to 6pm.

Interested applicants, please forward your detailed resume including your last drawn salary, expected salary and date of availability to:

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)

By submitting your personal data and/or resume to PacificLight ("us") or to HR.SG@pacificlight.com.sg, you shall be deemed to have given consent to us collecting, using, and disclosing your personal data for the purpose of assessing your job application. Information collected may also be disclosed to PacificLight Group of Companies ("PacificLight") which includes PacificLight Power Pte. Ltd and PacificLight Energy Pte. Ltd. for this purpose. Please read our privacy policy [here](#).



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