



Customer Service Call Agent

Responsibilities:

- Managing inbound calls in a timely manner
- Maintaining database in Billing and CRM systems
- Assisting in telephony contracting by guiding customers through the buying process
- Following up on calls whenever necessary
- Assist in other ad-hoc duties

Requirements:

- Bilingual skills
- Fluent in English and Mandarin (due to the need to answer enquiries of mandarin speaking customers)
- Professional phone presence (good grammar)
- Possess excellent interpersonal and customer service skills
- Computer skills
- Willing to learn and meticulous
- Able to multi-task
- Self-motivated
- A positive attitude and a strong work ethic required
- Able to commence work immediately or within short notice

Working location:

- Near Jurong East MRT

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

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](#) " to promote easy accessibility.



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