

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
- Flexible Working hours, Monday to Friday (9am – 8pm), Saturday (9am – 1pm)

Working location:

- Near Jurong East MRT

Interested applicants, kindly contact Samuel at (+65) 98393612

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

