

客服专员 / CSR

Job Description :

Business and Process Support

1. Timely response with offering attentive solution to customers through phone, email or other E-platform for varies requests.
2. Partner with front line sales to strengthen customer relationship.
3. Coordinate with internal departments to streamline daily operation and offer solutions to enhance customer experience. Engage in any unsolved or potential complaints.

Human Resource Support

1. Participate in regular refreshment training and support manpower planning for service improvement and personal development.
2. Comply with company rules, SOP, external policy and Anti-Trust Compliance.

Project Support

1. Project or assignment upon request, including facilitating on process and job assignment modification, etc.

Qualification:

1. Degree or diploma holder.
2. 1-2years relevant working experience in shipping and logistics field or customer service sector. Fresh graduate will also be considered.
3. Good communication skills.
4. Good command of written and spoken English and Chinese.
5. Experience in handling special cargo and DG shipments definite advantage.
6. Proficiency in MS office.
7. Certificate of IMCO DG Classification.
8. Interpersonal skills and be a good team player.
9. Customer-oriented, proactive and energetic.
10. Well organized, detail-minded and self-motivated with great initiative.
11. Willing to work under pressure and attentive to procedure.