



# AEON CREDIT SERVICE

## **Executive – Call Centre**

### ***Job description:***

- To ensure customers' request, inquiries and complaints are attended and responded in timely manner and to provide first call resolution, as indeed to provide excellent customer service.
- To handle customer calls, complaints and enquiries efficiently, courteously and professionally.
- To work in a team environment and support each other in multitasking & flexible working hours/days.
- To assist Customer Request Management Unit operation on resolicit, outbound call & administration work.
- Sensitive and alert to customers' request & feedback.
- To support customer's enquiries or grievances.

### ***Requirements:***

- Bachelor's Degree / Diploma in any related disciplined.
- Experience in Customer Service / Call Center / Credit Card Sales / Banking background.
- Well verse in English & Bahasa Malaysia.
- Ability to converse in Mandarin/Cantonese or Japanese will be an added advantage.
- Computer Literate and proficiency in MS Office.
- **Fresh graduates are encouraged to apply.**