


JOB VACANCY

Work Location	Shah Alam, Malaysia
Work Address	Lot 222, Jalan Playar 15/1, Sekysen 15, Shah Alam, Selangor 40200
Hiring Department	Customer Service
Hiring Position	Customer Service Executive
Employment Type	Permanent
Job Responsibilities	<ul style="list-style-type: none">• Resolve and handle customer issues and maintain customers' satisfaction.• Support Sales & CRM on data management and administration• To achieve business targets as set down by Customer Services Manager• Assists customer on updating data via Loscam Online (LOL) System• Handles purchase order for Non-Hire Equipment• Resolve and handle customer issues and at the same time responsible to maintain and increase customers' satisfaction.• Support Sales & CRM on data management and administration.• Assists customer on updating data via Loscam Online (LOL) System.• Create & manage weekly and monthly report for key account customers.• Ensure customers' transaction recorded weekly or monthly.• Prepare, distribute, file and print outgoing faxes, mail, courier parcels (docket book), customers dockets, monthly invoices and letter to customers.• Participate and Support other departments when required on customer related matters.• Perform other official company duties as may be directed from time to time.• Handles purchase order for Non-Hire Equipment.• Support Sales & CRM for pallet stock count.
Job Requirements	<ul style="list-style-type: none">• Bachelor Degree level or above• At least 3 years of working in a Customer Service role.• Good problem solving• Required to travel and meet clients local & outstation as assigned• High patience and tolerance in handling difficult situations and customers• Good team player• Good interpersonal and communication skills with services minded and positive attitude• Good computer knowledge, especially in MS Office applications• Good command of English, both spoken and written
How to Apply	Please send your CV stating the position you are applying for by clicking Apply now 
Application Deadline	26 April 2024
Remarks	<p>For other job openings, please visit our Career page for more details.</p> <p>All information provided by applicants will be treated in strict confidence and used for recruitment purpose only. All personal data of unsuccessful applicants will be retained for 18 months for future recruitment purpose and will then be destroyed.</p>