

## **Customer Service Representative**

### **Responsibilities:**

- Providing frontline customer service.
- Management of work requests and updating the computerized maintenance management system.
- Data entry of raw data into the computerized maintenance management system.
- Handle customer support functions on enquiries, assistance or complaints efficiently, courteously and professionally.
- Conduct customer support function via various modes – telephone, email and chat.
- Creation of weekly / monthly reports

### **Requirements:**

- Minimum STPM or Diploma in any field.
- At least 1 year(s) of working experience in a similar field will be an added advantage.
- Computer literate. Familiarity with Microsoft Office is essential.
- Strong communication, good telephone etiquette and interpersonal skills and a team player.

Interested applicants are invited to email / fax / post with a comprehensive resume.  
Only short listed candidates will be notified.

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