

Customer Service Officer

Responsibilities

- Assist in the daily office admin such as documents filing.
- Handles incoming calls (order, enquiries, complaints) and direct call for problem solving.
- Ensure that online chat and phone are constantly monitored at all time during office hour.
- To assist Operations Team to close the controller report timely if need be (To ensure high customer satisfaction)
- Ensure that the following Customer Service KPI are achieved :
 1. Assist Operations Team to achieve less than 5% (Failure to Attempt) per day by calling to rescheduling.
 2. Assist Operations Team to achieve at least 95% on time delivery by calling to reschedule or change of delivery timing.
- Assist Operations Team to have all undelivered parcels are either put back to warehouse location or return to sender within 5 working days.
- Ensure that the complaints / feedback are followed up and resolved within 24 hours.
- Monitor and manage client projects are required.

Requirements

- At least 1-year of relevant experience preferred.
- Meticulous with good follow up skills.
- Strong Planning & organization skills.
- Ability to multi-task.
- Proficient in MS Office.