



JOB DESCRIPTION

“Private & Confidential”

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| Job title | <i>Customer Service Associate</i> |
| Reports to | <i>Customer Service Supervisor</i> |

Job Overview

A Customer Service Associate interacts and coordinates with internal departments personnel to provide and process information in response to inquiries, concerns and requests about products and technical services.

Duties and Responsibilities

- Deal directly with relevant department either by telephone, electronically (email/chat)
- Accepting inquiries and responding promptly towards relevant department regarding products and technical services of the organization.
- Able to obtain, handle, evaluate and resolve requests & inquiries by following the agreed procedures.
- Record details of inquiries and actions taken for further investigation.
- Communicate and coordinate with internal departments.
- Follow up on internal departments interactions.
- Confirm priority and required service level of requests based on impact + urgency.
- Provide & monitor workaround solution to respective partner for known problems based on the agreed process
- Ensure root cause analysis of a problem is done properly
- Create knowledge base and documentation for troubleshooting activities and resolutions
- Suggest area of improvement in internal processes along with possible solutions.

Qualifications

- Required to line in Manila, Philippines
- Vocational Diploma/Certificates in any field or High School Diploma
- Required language(s): English and Chinese (Mandarin) both in written and oral
- Strong interpersonal and communication skills
- Fast learner and self-motivate
- Team-oriented and service minded
- Careful and patient
- Able to handle requests from relevant department.
- Prefer candidate with C Programming skill
- Prefer candidate with gaming product knowledge.
- Basic computer and technological knowledge (software applications)
 - Understanding Basic operation of computer software applications (MSN, YM, QQ, Browser, Internet and Email) & Hardware.
 - Proficiency in MS Office applications (Word, Outlook, Excel, PowerPoint, Visio)