

TELEMARKETER

Job Descriptions

- Assist Salesperson/Customer regarding their enquiries.
- Approach clients via telemarketing strategies and liaise with Salesperson.
- Introducing products to clients and closing sales to achieve monthly sales target.
- Provide accurate and appropriate information or assistance to all incoming calls, manage customer service email enquiries which include enquiries from the www.pelangibooks.com website.
- Complaint management by working closely with internal and external parties for effective solutions to problems and ensuring customer complaints are issued and closed within 3 working days.
- Coordinator in handling Sales order processing up to delivery.
- Maintaining all ISO related matters pertaining to Customer Service.

Job Requirements

- Minimum a Diploma or Degree in any field with at least 1 - 2 years' experience in front office/customer service/business & admin;
- Proficiency with data processing software (e.g. Microsoft Excel)
- Excellent communication and customer relationship skills;
- Good in analytical and problem-solving skills;
- Pleasant personality, professional and customer oriented;
- Inventory Management skill is required;
- Required language(s): Bahasa Malaysia, English & Mandarin;
- Ability to communicate in Chinese is an added advantage;
- Applicants will report to work in Bandar Baru Bangi;
- Work from home employment with 6 months contract basis is available;
- Fresh graduates are also welcome to apply.

Required document

Interested candidates are requested to write in with:

- Updated resume stating qualifications, work experience, current and expected salary with a recent passport-sized photography;
- Transcripts from SPM to current level;
- NRIC photocopy.