

Customer Service Representative

Requirements

- *University or college degree in foreign language or other majors with good command of English; and another language is a plus*

Experience

- *1-2 related working experience preferred, fresh but fast learning graduate accepted*

Skills and Abilities

- *Good communication and interpersonal skills. Actively shares relevant information, clearly communicates, and listens to feedback*
- *Fast-Learner and self-motivated*
- *Responsible, actively contributes to an effective, collegial, and agreeable team environment*
- *Professional, effectively applies knowledge of visa application issues*
- *Strong sense of customer-focus*
- *Patient, persistent, calm, and polite in the face of challenges and stress*
- *Detail oriented, problem solver and capable to work under pressure*

Responsibilities

- *Provide client service excellence to applicants at all times. Receive customers in the visa centre and answer customers inquires*
- *Collects required application documents in the required order, ensure data entry accuracy*
- *Maintain a professional appearance and friendly demeanor at all times*
- *Attends morning/evening meeting. Immediately inform management of any problems or issues related to her/his daily work and regularly make suggestions on how to improve efficiency and client service*
- *Complete daily report*

ISO Duties

- *Participate security related trainings*
- *Conduct security related activities assigned to this position*
- *Follow security related requirements when fulfilling the responsibilities of this position*
- *Report security incidents to the supervisor when detected*

Seniority Level

Associate

Reporting to

*Operations Supervisor
Operations Manager*

Industry

*Higher Education
Financial Services
Retail*

Employment Type

Full-time

Job Functions

*Customer Service Information
Technology*

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