
Call Center Officer

Responsibilities:

- Handle customer service hotline and provide first level support to customer via phone or email
- Provide latest and accurate information to customers to solve their enquiries
- Escalate unsolved problems or issues to superior for further follow-up
- Manage outstanding cases and return calls to customers when necessary
- Work closely with other team members in order to provide met-the-standard services

Requirements:

- Diploma holders or above in Computer Studies or related disciplines
- With 1 year working experience in customer service / hotline centre
- Certificate holders of ITIL, Certificate Course on Customer Service is preferred
- Self-motivated, proactive and customer-oriented attitude
- Able to work independently and cooperate with other parties
- A good team player with excellent interpersonal skills
- Good telephone manner and customer handling skills
- Good capability of understanding and clarifying on users' requests
- Good command of both written and spoken English and Chinese, Cantonese and Mandarin speaking
- Shift duties or overnight shift is required
- ***Fresh graduates or candidates with less academic background are welcome***

Location : Shatin / Tung Chung