



CR/161147 | Customer Service Officer (Fintech industry)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1614529

Industry

Bank, Trust Bank

Job Type

Contract

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

September 29th, 2026 10:31

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Summary

Responsible for managing customer enquiries, loan application status updates, account-related issues, and complaints through phone, WhatsApp, and email channels. Ensures service delivery complies with company policies as well as BNM and KPKT service standards, while serving as the primary point of contact for customers.

Key Responsibilities

- Handle customer enquiries via phone, WhatsApp, and email regarding loan applications, repayments, account maintenance, and related matters.
- Provide accurate and professional responses based on approved service guidelines in both Bahasa Malaysia and English.
- Record, monitor, and follow up on customer complaints, escalating unresolved cases according to established procedures.
- Assist customers with KYC documentation, repayment arrangement updates, account changes, and other service-related requests.

- Maintain accurate records of customer interactions in the CRM or ticketing system.
- Ensure the proper handling of customer information in compliance with PDPA, Consumer Credit Act 873, and other regulatory requirements.
- Support ad hoc assignments, including customer satisfaction surveys and follow-up activities.

Requirements

- Diploma or bachelor's degree in any discipline.
- Minimum 1 year of experience in customer service, contact centre, or call centre environments. Experience in fintech, lending, banking, or e-commerce industries is an added advantage.
- Proficient in Microsoft Office applications and familiar with CRM or ticketing systems.
- Strong communication, interpersonal, and problem-solving skills with the ability to handle challenging customer situations professionally.
- Able to work in a fast-paced environment while maintaining a customer-centric mindset.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description