



PR/161158 | Team Lead, Customer Service Operation (FinTech Company)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1618532

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

October 20th, 2026 10:22

General Requirements

Minimum Experience Level

Over 3 years

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 handling customer enquiries, loan application status checks, account issues, and complaints via phone, WhatsApp, and email, ensuring service delivery meets company and BNM/KPKT service standards. Acts as the first point of contact between customers and the company.

Key Responsibilities

- Manage and lead the Customer Service Officer team (scheduling, performance evaluation, training, and day-to-day supervision)
- Develop and refine customer service SOPs and scripting standards, ensuring compliance with BNM/KPKT/DPDA requirements
- Monitor team KPIs (response time, resolution rate, customer satisfaction/NPS, etc.) and produce regular operational reports
- Handle major or escalated customer complaints that the team cannot resolve, making final decisions or escalating to

management

- Coordinate cross-functionally (product, risk, legal, IT) to resolve systemic customer issues and drive process improvements
- Lead onboarding training, script updates, and team capability building
- Support the setup, testing, and launch of the company's WABA/CCaaS and other customer service systems

Requirements

- Diploma or above, with 3+ years of experience managing a customer service team, preferably in fintech, consumer finance, or call centre industries
- Experience in team management, performance evaluation, and cross-functional coordination
- Familiarity with Malaysian consumer protection and data protection regulations (PDPA, Act 873) preferred

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Company Description