



PR/160878 | Customer Service Executive - Retail Mall

募集職種

人材紹介会社

ジェイエイシーリクルートメントマレーシア

求人ID

1605590

業種

その他

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2026年08月04日 10:53

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Company Overview

A vibrant retail and lifestyle destination that brings together a diverse mix of retail, dining, and community experiences. Committed to delivering exceptional customer service and creating memorable experiences for shoppers and visitors, the mall serves as a dynamic hub for leisure, convenience, and community engagement.

Job Overview

The Customer Service Executive is responsible for delivering excellent front-line customer service to shoppers, tenants, and visitors. This role serves as the primary point of contact at the customer service counter, providing assistance, handling inquiries, supporting promotional activities, and ensuring a positive shopping experience for all visitors.

Key Responsibilities:

- Provide prompt, courteous, and professional assistance to shoppers, tenants, and visitors at the customer service counter.
- Handle customer inquiries, feedback, and service requests efficiently while ensuring a positive customer experience.

- Escalate complex customer issues and complaints to the appropriate parties for resolution when necessary.
- Manage mall information services and provide accurate information on mall facilities, promotions, events, and tenant offerings.
- Administer lost and found services, ensuring proper documentation and follow-up procedures are maintained.
- Support gift redemption programmes, customer loyalty initiatives, and promotional campaigns in accordance with established guidelines.
- Assist in the execution of mall events, marketing activities, festive campaigns, and community engagement programmes.
- Coordinate with tenants, security personnel, and operations teams to address customer-related matters and facilitate service recovery when required.
- Maintain accurate records of customer inquiries, feedback, incidents, and daily operational activities.
- Ensure customer service facilities and counter areas are well-maintained, organized, and presentable at all times.
- Adhere to customer service standards, operational procedures, and company policies to deliver a consistent visitor experience.
- Support the collection of customer feedback and provide observations or suggestions to enhance service quality and visitor satisfaction.

Key Requirements:

- Diploma or Bachelor's Degree in Business Administration, Hospitality Management, Communications, Customer Service, or a related discipline.
- Minimum 1–3 years of customer service experience, preferably within retail malls, hospitality, tourism, or other service-oriented industries.
- Excellent interpersonal and communication skills, with the ability to interact effectively with customers from diverse backgrounds.
- Strong customer service orientation with the ability to handle customer concerns professionally and efficiently.
- Pleasant personality, professional appearance, and a positive attitude towards delivering exceptional customer experiences.
- Good organisational and multitasking skills, with the ability to perform effectively in a fast-paced environment.
- Proficient in Microsoft Office applications; knowledge of customer service or CRM systems will be an added advantage.
- Able to work independently as well as collaboratively with internal teams and external stakeholders.
- Willingness to work on shifts, weekends, and public holidays to support operational requirements.

#LI-JACMY

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会社説明