

CR/161147 | Customer Service Officer (Fintech industry)

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
1614529

業種
銀行・信託銀行・信用金庫

雇用形態
契約

勤務地
マレーシア

給与
経験考慮の上、応相談

更新日
2026年11月10日 07:00

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
ビジネス会話レベル

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

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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会社説明