

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

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
1618532

業種
銀行・信託銀行・信用金庫

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11月03日 09:00

応募必要条件

職務経験
3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 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/PDPA 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

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