

Mandarin Speaking Customer Service Assistant Manager

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Company: Hays

Location: Malaysia

Category: office-and-administrative-support

Mandarin Speaking Customer Service Assistant Manager

Looking to step up in your Customer Service career? Grab this opportunity & earn up to RM 95,000 per annum!

Your new company

A global fintech company founded in California, expanding their platform with the aim of enabling better access to investment opportunities and promoting financial inclusion.

Your new role

Manage a team of Customer service Representatives

Responsible for customer platform and brokerage consultation, information enquiry and problem-solving

Develops and delivers the service levels required to provide the customer with the best experience possible, to stimulate customer retention and generate additional opportunities.

Lead the customer service team to consistently exceed the customer's expectation and provide transparent communication and information.

What you'll need to succeed

Strong command of English and Mandarin/Chinese languages.

Diploma/bachelor's degree.

Meticulous, patient, steady, down-to-earth work, with certain customer service knowledge and

concepts.

A strong sense of responsibility and a sense of team assistance.

Min 4-5 years of customer service experience in investment, trading, stockbroking, banking or financial services industry

Experience leading or managing a team

What you'll get in return

Attractive remuneration package including basic, shift allowances, AWS, variable bonus and more!

Career Advancement and Progression

Training and development

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