

Organisation: PERGAS
Job Title: Admin Assistant, Customer Services

General Purpose of Position:

The Admin Assistant, Customer Services supports the organisation by attending to customers at the counter, over the phone and through email correspondences, in a timely manner.

Summary of Responsibilities/Duties:

- Provide directions and assistance to Pergas customers at the information counter
- Attend to payments, walk-in registration, enquiries and feedback at the information counter, via phone and email
- Manage book inventory
- Manage classroom bookings
- Conduct opening and closing of payment transactions
- Perform any other administrative duties

Education and Experience:

- Diploma in any field of studies
- At least 2 years of relevant customer service related experience
- Familiar with the expectations of a Volunteer Welfare Organisation

Profile:

- Able to work long hours and over the weekends
- Able to work in a fast-paced and demanding environment
- Adept at working individually with minimal supervision and also with varied teams and workgroups
- Self-motivated and dependable
- Attentive and proactive
- Honest and trustworthy
- Patient and respectful
- Meticulous with an eye for details

Type of Skills and/or License or Certification Required:

- Excellent service orientation skills
- Adept in administrative works including filing and reporting
- Able to articulate data and information in a meaningful manner
- Well-versed in Microsoft Office software suite
- Good interpersonal skills
- Good time management
- Proficient in English and Malay language
- Good organisational skills
- Adept at multi-tasking
- Strong verbal and written communication

Internal/External Contact:

- External - Customers, students, Asatizah, low income clients
- Internal - Staff members

Physical Work Environment:

- Desk-job in an office setting