

# Job Description



<b>Organisation:</b>	PERGAS
<b>Job Title:</b>	Customer Experience Associate
<b>No. of Reportees:</b>	N.A.
<b>Job Grade:</b>	<b>Assistant Executive</b>
<b>Position Reports to:</b>	<b>Senior Executive, Corporate Communications</b>

## General Purpose of Position:

Customer Experience Associate delivers excellent customer service and manages the needs of our customers and users through multiple communication channels including physical counter, phone, email and live chats.

## Main Duties:

- Provide first-level support to existing and prospective students with requests, payments and enquiries on the phone, counter, email and social media.
- Escalate complex issues and perform constant follow-ups to maintain a high-level customer experience and satisfaction.
- Keep accurate records of every interaction from all channels in a CRM system.
- Assist in building a knowledge base through categorization of frequently asked questions and other common issues.
- Assist in cash closing and tallying as well as other duties assigned when on counter duty.

## Education and Experience:

- Diploma in any disciplines. Professional Certificates in Customer Relationship Management is an advantage.
- At least 1 year of experience in administrative or customer service works.
- Familiar with the expectations of a Volunteer Welfare Organisation.

## Profile:

- 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.
- Flexible and open-minded.
- Meticulous with an eye for details and resourceful.

## Type of Skills and/or License or Certification Required:

- Adept in administration and reporting.
- Well-versed in Microsoft Office software suite.
- Proficient in English and Malay language / or Arabic is an advantage.
- Good organisational skills.
- Time management.
- Professionalism.
- Adept at multi-tasking.
- Strong verbal and written communication skill.
- People management: Engaging and creating healthy relationships with lecturer & students.

## Internal/External Contact:

External - Students, donors, Asatizah, Training providers and government agencies.

Internal - Staff members.

## Physical Work Environment:

- Desk-job in an office setting.
- May require to be based at other front desk office locations.