



## Position: Executive/Officer – Customer Care

### Role Overview

A Customer Care Officer/Executive will be involved in the monitoring and maintaining the Company's existing customer relationships through routine interaction via telephone and email.

The Customer Care team also serves as a layer of accessibility and accountability for customers facing issues with the Company's products and services.

### Responsibilities

- Conduct outbound tele-calling to qualify incoming enquiries generated by the Marketing Team.
- Follow existing processes for inbound enquiries to convert them into sales opportunities.
- Maintain systematic follow-up with Sales teams across the country to achieve effective closure of leads/opportunities that have been added to the Sales funnel.
- Contact every new customer added by Sales teams across the country to gather information on their sales and post-sales experience with the Company's staff.
- Contact the Company's old customers to update them on latest product/service versions, and assess their likeliness of upgrading to the latest versions; and pass this information to the Sales teams for further action.
- Aiding the sales team to identify opportunities for increasing market share.
- Reporting monthly activities to management/colleagues.
- Ensure follow-up by passing matured leads to the Frontline Sales team based on the call-to-action, along with all relevant profile information about the opportunity.
- Update and maintain changes in the new/existing accounts in the CRM system used by the Company.
- Identify areas of improvement in the company and assist in creating and implementing solutions.
- Penetrate all targeted accounts and originate sales opportunities for the Company's products and services.

### Personal Attributes

- Energetic, result-oriented and an exceptionally good listener
- Effective communicator (written and verbal) with strong networking and interpersonal skills
- Proficient at multi-tasking, maintaining attention to detail with lots of patience
- Capable of working effectively and ability to liaise with various departments
- Good analytic ability

### Education & Experience

- Candidate must be Graduate.
- Candidates having a technical background (Graduate/Equivalent Diploma in software/hardware) will have added advantage.
- You are expected to be a proficient computer-user, particularly with office productivity and email applications.
- At **Executive-level**: 1+ year of relevant experience in Customer Care.
- At **Officer-level**: 3+ year of relevant experience in Customer Care.

### Other Considerations

You will be required to deliver process presentations during in-house training programs.