

JOB DESCRIPTION

JOB TITLE	Customer Care Officer
JOB LOCATION	Jurong Island, Singapore
JOB RESPONSIBILITIES	
<ul style="list-style-type: none"> • Handling of all incoming & outgoing mails and company's emails • Attend to all incoming calls at reception counter and direct them to the relevant departments • Attend to courier services and postage arrangement • Assist in photocopying and printing of documents/materials when required • Logistics coordination (liaising with vendors and suppliers) • Assist in Visitor's Induction • Ensure clean and tidy holding area (such as meeting rooms and main lobby area) at all times • Provide support in Training Course administration • Handle customer enquiries regarding courses and training over the phone or through correspondence • Resolve and ensure timely follow up on general or accounted related enquiries or complaint and ensuring customer satisfaction • Handle 1st level of enquiries via multichannel promptly and efficiently • Assist with the processing of Security Passes • Handle other ad-hoc assignments as required 	
JOB REQUIREMENTS	
<ul style="list-style-type: none"> • Min GCE O level • At least 1-3 years' relevant experience in customer service or call centre environment, fresh graduates are welcome to apply • Proficient in Microsoft Office Application • Possess initiative, committed and ability to multi task, work within tight deadlines and under pressure • Good teamwork, interpersonal, verbal or written communication skills • Possess strong analytical and problem solving skills • A positive and customer oriented mindset 	