

JOB DESCRIPTION

Job Title	L1 SUPPORTIVE INTERN	Date Posted	01 Jun 2023
Department	AMS (Application Management Support)	Posting Expires	15 Jul 2023
Position	Staff	Reporting Line	Team Leader
Project	N/A	Quantity	02
Location	Tan Binh Dist. HCMC - Onsite - HCM	Travel Required	N/A
Level	Intern	Will Train Applicant(s)	Yes
Type of Hiring	<input checked="" type="checkbox"/> Addition <input checked="" type="checkbox"/> Replacement	HR Contact	Service contract
Salary Range	Negotiate	Headhunter	No

[JOB OVERVIEW]

- You will answer incoming calls from clients, respond to inquiries, manage complaints, troubleshoot significant customer service problems, and provide general information.
- You will be a member of the primary contact team for clients interested in the services we offer and will be responsible for assisting them in resolving or recording their issues over the phone. You will also inform clients of the product terms and features and project a professional company image through voice and online interactions.
- Perform other related tasks assigned by superiors.

[REQUIREMENTS]

Gender:	Both	Age:	N/A
Minimum Education:	Intermediate Degree	Working Experience:	< 1 year
Residence:	N/A	Other:	N/A
JOB RESPONSIBILITIES	<ul style="list-style-type: none"> - Answer incoming calls and respond to customer's emails - Identify and escalate issues to supervisors - Process orders, forms, and application - Document all call information according to standard operating procedures - Recognize, document, and alert the management team of trends in customer calls - Follow up customer calls where necessary - Complete call logs and reports - Other duties as assigned 		
EXPERIENCE REQUIREMENTS	<ul style="list-style-type: none"> - Experience in customer care, knowledge of Call Center system. - Nice voice, good and clear communication. - Desire to stick with the Company for a long time. 		
OTHERS REQUIREMENTS	<ul style="list-style-type: none"> - Good English and have knowledge of DMS are advantages 		

[BENEFITS]

	<ul style="list-style-type: none"> - Receive full training from Inter-K JSC (Orientation, Development, ...) - Performance appraisal - Learning and development opportunities - Opportunities to work oversea, work in a big and global team, work directly with customers - Free parking at Inter-K Office's parking area - We truly value your thoughts and opinions - A professional, friendly, and well-equipped environment - Atten Associate Social Activities, Team-Building, Year-end party, sport, and other activities - Charity activities
--	---

[APPLICATIONS ACCEPTED BY]

Fax or email:	Recruit@inter-k.com +84 28 2214 0047 Subject Line: Title: [Inter-K] –Position– Your Name	Mail:	INTER-K JSC 05 Dong Da, W.2, Tan Binh D., HCMC., Vietnam HRs Department – +84 28 2214 0047
----------------------	---	--------------	---

