



WE'RE HIRING! The world's largest organisation is looking for an experienced Customer Services Associate to be based in Malaysia!

JOB DESCRIPTION

- Ensure the consistent provision of professional, donor-focused customer service by:
 - Managing inquiries from various sources in a timely fashion.
 - Managing follow-up to failed transactions.
 - Managing case escalations and ensuring all cases are closed.
 - Enlisting relevant assistance from various internal teams and external party/ies to support resolution of inquiries.
- Manage the customer service function to deliver the highest level of donor and donation payment data at all times.
- Assist in data entry of donor profiles and donations.
- Work closely with Donation Processing Assistant and Customer Service & Data Management Assistant whenever relevant.
- Perform other reasonably related duties as assigned by Fundraising Specialist (Donor Management).

QUALIFICATIONS

- Completion of secondary education; proven data entry and customer service ability, knowledge of data management an asset.
- 5 years Customer Service experience. Knowledge of Data Management will be an added advantage.
- Fluency in written and spoken English and ability to converse and read in Bahasa language required.
- Excellent communication skills.
- Computer skills', including internet navigation and various office applications is required.

Applications, shall include CV, name of references, recent photo and current package. Talentum EQ is undertaking the consultancy work of the above position. Please email your application in English to: liann@talentumeq.com or elif@talentumeq.com