



## **Manager, Customer Care**

### **Key Responsibilities**

- Manage the Customer Care team and steer them towards customer service excellence.
- Ensure prompt responses and follow up by the team on clients' enquiries via WhatsApp.
- Attend, manage and resolve clients' needs and complaints and maintain excellent client relationship - knows how to diffuse a difficult situation and get resolution with the clients.
- Participate in new Customer Portal project – pre, during and post launch.
- Partner closely with the Customer Payout team to ensure clients' queries on payment are promptly directed, follow up and closed.
- Plan and coordinate festive gifts distribution to clients eg. Chinese New Year, Mid-Autumn, Christmas.
- Plan and coordinate customer incentive trips.
- Review and enhance customer experience strategy to drive customer centricity and improve customer satisfaction level.
- Review and enhance operational processes at all touch-points to improve the overall performance of front-line service operation workflow.
- Mentor and coach the Customer Care team.

### **Key Requirements**

- At least 5 years of relevant working experience in customer service.
- Min Diploma or Degree in any discipline.
- Familiar with events management (eg. product showcase presentation, new client briefing) from invitation stage to post attendance follow up.
- Familiar with CRM system implementation and support.
- Familiar with Service Center operations, including on-boarding and off-boarding process, case management workflow, CRM system.
- Prior experience with financial product offerings is advantageous.
- Highly proficient with WhatsApp on mobile device.
- Possess excellent customer handling, problem solving and decision making skills
- Able to coach & lead a team
- Excellent coordination, follow through and communication skills.
- Fast learner and embraces change in a fast-paced working environment.
- Able to multi-task under tight deadlines.

Thank you for your application. Only shortlisted candidates shall be notified.