

COMMUNICATION SPECIALIST JOB PROFILE

TITLE	Communication Specialist
POSITION	Member in a team responsible for day-to-day online user communications needs ensuring excellent service standards and maintaining high online user satisfaction.
UNIT	Marketing & Communications
SUB-UNIT	Communications Team
DESCRIPTION OF AREA OF RESPONSIBILITY	<p>To cope with our day-to-day online communications needs, we are inviting high caliber candidate to join our team. As a Communication Specialist, you will be responsible for handling first class online user support, ensuring excellent service standards and maintaining high user satisfaction.</p> <p>The responsibilities of the communications specialist include:</p> <ul style="list-style-type: none">• Deliver customer service and technical support on email/Facebook/Twitter• Communicate customer feedback and process suggestions• Identifying cause of dissatisfactions, and provide ways for improvement• Prepare reports on enquiries summary and improvement area• Ensure that all enquiries at the social media channel in compliance with all internal and external regulations, policies and guidelines
REPORTS TO	Marketing & Communications Team Lead
DIRECT REPORTS	-
MEMBERSHIPS	Communications Team
COMPENSATION	Competitive, to be set in connection with the recruitment process
QUALIFICATIONS	<ul style="list-style-type: none">• Preferably with at least 2 years of working experience in customer support role• Ability to speak fluent and written English with good presentation, communication and computer skills• Self-motivated and able to work independently• An attractive night shift allowance will be provided• 5-day work week with shift mode from 08:00-01:00 (8-hour work day)