

Customer Service Officer

Job number: 492775

Work type: full time (a five-day work week)

Categories: Managed Services Operations

Location: Hong Kong

Title: Customer Service Officer

KPMG Managed Services (MSS) delivers large scale processing and remediation services through innovative and technology-enabled solutions. Through remediation services, we provide cost effective business solutions to clients, and provide organisations with customised project plans and regulated business processes to achieve operational efficiencies across different sectors and industries.

For those who enjoy customer service activities, this role will be interesting for you.

Responsibilities

This is an operations based role where you will be part of a big team with individual caseload responsibilities. You will:-

- Handle public and customer enquiries to the enquirer's satisfaction
- Operate a service counter that support walk-in enquiries and customers who have booked an appointment
- Handle online enquiries (including email, post and fax) and meet service level standards
- Handle complaints and refer/escalate situations to the relevant stakeholders for resolution
- Accurately record all enquiries/feedback and complaints in a system and responsible for ensuring timely responses to enquirers/customers are followed through in accordance with established Operation Guidelines and Standard Operating Procedures

Requirements

- Experience of working in a customer servicing capacity (e.g. call centre, hospitality industry) is an advantage
- Excellent communication skills and good command on written and spoken Cantonese, Mandarin and English
- Diploma degree or above in any discipline (candidates with HKALE / HKDSE / HKCEE or equivalent secondary education background and prior customer services experience would also be considered)
- Proficiency in Microsoft Office (PowerPoint, Word, Excel) or similar applications
- Ability to assimilate information and apply detailed procedural instructions
- Strong analytical and problem-solving capabilities with an enquiring mind
- Strong desire to deliver results with attention to accuracy and detail
- Self-motivated and able to work independently and to deliver results to the right standards and targets
- A good team player, efficient and can remain composed under pressure

- A Five-day work week
- Regular working hours
- Stable work environment

How to apply

To apply please send your CV and salary expectation to us at human.resources.hk@kpmg.com.

We offer successful candidates an attractive remuneration package and the opportunity to work in a dynamic and exciting environment.

For candidates who are looking for positions in KPMG Audit, Tax and Advisory functions, please refer to <https://joinus.kpmg.com.cn/en/listing/> for job openings.

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Operation Officer

Job number: 492767

Work type: full time (a five-day work week)

Categories: Managed Services Operations

Location: Hong Kong

Title: Operation Officer

KPMG Managed Services (MSS) delivers large scale processing and remediation services through innovative and technology-enabled solutions. We provide cost effective business solutions to clients, and provide organisations with customised project plans and regulated business processes to achieve operational efficiencies across different sectors and industries.

For those who enjoy customer service and administration activities, this role will be interesting for you.

Responsibilities

This is an operations based role where you will be part of a big team with individual caseload responsibilities. You will:-

- Engage directly with customers to obtain specific information and to make customer experience positive
- Process and review customer applications from start to finish and take prompt actions along the journey to ensure timely and compliant completion
- Learn technical skills and become fluent and familiar with established Operation Guidelines and Standard Operating Procedures
- Conduct and support quality assurance, quality control, vetting or internal compliance checks on individual cases
- Provide feedback/results to relevant stakeholders in a timely manner
- Be required to deliver a required standards in productivity and quality outputs.

Requirements

- Experience of working in a customer servicing capacity (e.g. call centre, hospitality industry) is an advantage
- Experience of handling application processes / administrative work is helpful
- Good communication skills and good command of written and spoken Chinese and English. Proficiency in Mandarin is an advantage
- Diploma degree or above in any discipline (candidates with HKALE / HKDSE / HKCEE or equivalent secondary education background and prior customer services experience would also be considered)

- Proficiency in Microsoft Office (PowerPoint, Word, Excel) or similar applications
- Good analytical and problem-solving capabilities with an enquiring mind
- A good team player, efficient and can remain composed under pressure
- A Five-day work week
- Regular working hours
- Stable work environment

How to apply

To apply please send your CV and salary expectation to us at human.resources.hk@kpmg.com.

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