

Hong Kong Christian Service
Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)

Employment Vacancy

Part I : Employer Information

Company Name : <u>P2H (Hong Kong)Pte Limited</u>	Trade : <u>Banking & Finance</u>
Company Address: Room 603, 6/F, The Star 16-18, Yip Shing Street Kwai Chung, NT	

Part II : Vacancy Information

Job Title : <u>Customer Service Officer</u>	No. of Vacancy(ies): <u>2</u>
Job Duties : <ul style="list-style-type: none"> ● <u>Demonstrate how customers can send money using our services or assist customers requiring help</u> ● <u>Provide complete information about our products and services</u> ● <u>Generate customer interest in our products and services</u> ● <u>Manage of all aspects of customer enrolment process</u> ● <u>Be part of the marketing team to achieve the conversion and transaction targets</u> ● <u>Collect feedback from customers on our products and escalate them as soon as information is acquired</u> ● <u>Follow up on enquiries and sales opportunities</u> ● <u>Provide the first point of contact for customers</u> ● <u>Monitor competitor's activities and evaluate marketing events</u> ● <u>Carry our customer surveys to understand demand and manage brand positioning</u> ● <u>Manage & maintain the retail service standards</u> 	
Contract of Employment : <u>Full-time</u>	
Work Place:	
Working Hours: <u>5 Working days per week</u> <u>Regular hours, 8:30am-5:30pm (Depending on roster)</u>	
Basic Salary : <u>HKD 14,000 per month</u> Other benefit(s)/allowance(s) :	
Required Education : No requirement	
Working Experience : <u>1 year</u>	
Language Requirement : <ul style="list-style-type: none"> <u>Ability to Listen & Speak</u> English <input checked="" type="checkbox"/> Fluent Bahasa Indonesia <input checked="" type="checkbox"/> Fair Tagalog <input checked="" type="checkbox"/> Fair 	<u>Ability to Read & Write</u> English <input checked="" type="checkbox"/> Able to Read & Write
Other Entry Requirements: <ul style="list-style-type: none"> ● <u>Able to work independently</u> ● <u>Highly motivated and able to demonstrate initiative</u> ● <u>Excellent communication skills</u> ● <u>Customer service and sales oriented</u> ● <u>Proactive in initiating conversation with potential customers to promote our products and create interest</u> 	

- Willing to work in weekends (Sundays are mandatory) & public holidays
- Willing to travel to different event locations

Part III: Job Application Method

Applicants can apply the vacancy by:

√ Send the resume to Ms Siti at E-mail * hr123@pay2home.com

Posting date until: **22/12/2018**