

Daikin Airconditioning (Hong Kong) Ltd.

Company Website: <http://www.daikin.com.hk/tc/>

Customer Service Executive

Responsibilities:

- Handle incoming phone calls and answer customers' inquiries
- Strong organizational and multitasking skills
- Follow up repair order and customers' complaints in a professional manner
- Understand customers' needs and schedule inspection appointments with when necessary

Requirements:

- Minimum 2 years of working experience in customer service/sales field
- Proficient in Computer, English and Chinese Word Processing
- Good command of both spoken and written English and Cantonese
- Solid customer service experience in tel-marketing / call centre is preferable
- Experience in SAP system and salesforce system will be advantage
- Handle and follow-up sales enquiries to customers in a professional manner
- Positive attitude, self-motivated, attention to details, mature & good communication skills
- Shift Duties is required