

JOB OPPORTUNITY

Customer Service



Type of Vacancy : Full Time

Preferred education level (s) : Diploma, Degree

Preferred Major (s) : Business

Organization details :

Company : Fotile Marketing Sdn Bhd

Website : <https://fotile.com.my/> & <https://www.facebook.com/fotilemalaysia>

Address : No.42, Jalan Eco Ardence C U12/36C, Eco Ardence Seksyen Eco Ardence Seksyen U12, 42, Jalan Eco Ardence C U12/36C, 40170 Shah Alam, Selangor

Job Responsibility :

1. Assist Customers with Parts & Inquiries: Respond warmly to customer questions about parts and support them through the ordering and purchasing process.
2. Coordinate Service Appointments: Manage and schedule service appointments efficiently, ensuring our service team is well-prepared and customers receive timely support.
3. Welcome Walk-In Customers: Greet and assist customers who visit our service center, helping them with their inquiries, scheduling needs, and service-related concerns.
4. Support Daily Service Operations: Help oversee daily administrative tasks, ensure smooth workflows, and assist with resource coordination within the service department.
5. Maintain Accurate Records: Ensure all service documents, complaints, and related records are well-organized and properly filed for seamless operations.

Job Requirements and Qualifications :

1. Friendly, warm personality with a genuine desire to help customers
2. Strong communication skills — fluency in English and Mandarin is an advantage
3. Organized, proactive, and able to multitask in a busy environment
4. Team player with a positive attitude and willingness to learn
5. Previous customer service experience is a plus but not required — we value attitude just as much as skills!

Benefits :

- ✓ Medical claims
- ✓ EPF & SOCSO & EIS
- ✓ Working with a fast-growing company
- ✓ Career Development Opportunity
- ✓ Insurance
- ✓ Free parking
- ✓ Training and Certification
- ✓ Fans Club (Charity , Outdoor activity, Sport etc)
- ✓ 5 Working days

Person-in-charge :

Name : Ms Vi

Contact No. : 016-207 3273

Email : vztan@ays-group.com