

**ตำแหน่งงาน / Position:**

**Call Center (English Skill)**

**กลุ่มงาน / Job Function:**

Operations Group

**สถานที่ปฏิบัติงาน / Working Location :**

**Rama 3 Head office**

**ลักษณะงาน / Job Description**

- Answer customer calls with accurately, efficiently and professionally by following call center processes (English and Thai language)
- Maintain and update the necessary information for customer into related banking system with accurately
- Follow up on customer requests/issues or escalate to supervisors when needed according to department processes
- Perform sales activities to support business direction by providing and recommend the most suitable banking products and service to customer
- Fulfill other work assigned by supervisors or managers

**คุณสมบัติของผู้สมัคร / Job Qualification**

- Bachelor's Degree in any fields
- Excellent command of English (TOEIC 650)
- At least 1 year of experience in Call Center, Customer Service, or related fields
- Able to work on shift schedule
- Knowledge of Financial and Banking business (if any)
- Computer literate in Microsoft Office - Word & Excel
- Customer service oriented