

# **JOB DESCRIPTION – CUSTOMER SERVICE STAFF (Malaysia)**

## **Contact:**

Whatsapp: 0777743380

Email: winninggroupmalay@gmail.com

## **1. Position Overview**

The Customer Service Staff is responsible for providing efficient and professional customer support across online platforms such as TikTok Shop, Shopee, and the company's website. The role ensures smooth communication, accurate order handling, and high customer satisfaction.

## **2. Main Responsibilities**

### Customer Communication

- Respond to customer inquiries via chat, email, and social media in a timely and polite manner.
- Provide accurate information regarding products, promotions, and delivery.
- Handle complaints, returns, and refunds in accordance with company policy.
- Follow up with customers to ensure satisfaction and encourage repeat purchases.

### Order & System Handling

- Coordinate with warehouse and logistics teams to ensure timely and accurate deliveries.
- Record and update customer and order data correctly in the system.
- Report daily issues and provide improvement feedback to management.

### Internal Collaboration

- Work closely with the marketing and operations teams to stay updated on ongoing campaigns.
- Share customer feedback to enhance products and services.

## **3. Qualifications**

- Minimum SPM (High School) graduate.
- Preferably 6 months of experience in customer service or e-commerce (not compulsory).

- Language requirement:
- Must communicate fluently in English and Malay.
- Mandarin is an advantage.
- Basic computer literacy (Google Sheets, chat systems, CRM).
- Responsible, detail-oriented, patient, and customer-focused.
- For foreign applicants: Must possess a valid work pass or residence permit (e.g., Employment Pass, Dependent Pass, or Student Pass with legal working rights).

#### **4. Working Conditions**

- Working Hours: 8 hours/day, 6 days/week (rotational shift schedule).
- Work Location:  
139-G, Jalan Permata 1/KS09, Pusat Perniagaan Bestari,  
Taman Perindustrian Air Hitam, Port Klang, Selangor.
- Reports To: Customer Service Supervisor / Operation Manager.

#### **5. Salary and Probation Terms**

- Official Salary: RM 2,000 – RM 3,000 per month (depending on experience and performance).
- Probation Period: 2 months under the Employment Act 1955 (Malaysia).
- During probation, the employee is entitled to the same statutory benefits (EPF, SOCSO, EIS) as confirmed staff.
- The company reserves the right to extend or terminate the probation period with notice according to Malaysian labor law.
- Probation Salary: 90% of the confirmed salary (approximately RM 1,800 – RM 2,700/month).
- Upon successful completion of the probation period, the employee will be confirmed as a full-time staff member with all benefits retained.

#### **6. Staff Benefits (Malaysia Standard)**

##### Statutory Contributions

- EPF (Employees Provident Fund) – monthly contributions from both employer and employee.
- SOCSO (Social Security Organization) – protection for workplace injury, illness, or disability.
- EIS (Employment Insurance System) – unemployment protection as per Malaysian law.

### Leave Entitlements

- Annual Leave: 12 days per year (increasing with years of service).
- Medical Leave: 14 days per year (or more with longer tenure).
- Public Holidays: As per Malaysian calendar.
- Emergency Leave: Up to 3 days per year (subject to approval).

### Training & Development

- Training Claims: Reimbursement for approved courses that improve work performance.
- Internal Training: Regular sessions to enhance product knowledge, service quality, and communication skills.

### Additional Perks

- Staff Purchase Discount on company products.
- Performance Review: Conducted every 6–12 months for salary adjustment and promotion.
- Career Path: Potential promotion to Customer Service Leader or Operation Executive based on performance and experience.

## **7. Core Competencies**

- Customer-first mindset.
- Strong English & Malay communication.
- Problem-solving and adaptability.
- Professional teamwork and reliability.
- Detail orientation and accountability.