

CUSTOMER CARE

PT MEGA AKSES PERSADA

About

We are one of the member of CBN Group which provide infrastructure as a service. We are known by the name of PT Mega Akses Persada (FiberStar) which accommodates access that will assure business partners to develop their business without boundaries. FiberStar adopts Net Neutrality in designing, building and operating FTTx deployment. With more than 200 cities on the road map for expansion, FiberStar aspires to be the best in Indonesia's robust ICT market. VISION To be the best and reliable Network Infrastructure Provider MISSION Connecting the future with full Fiber Optic Network for endless possibilities. CORPORATE VALUE TEAM WORK: Collaborating to achieve one goal with leadership, respect and open mind. HIGH INTEGRITY: Being honest, committed and trust each other with love. EXCELLENT SERVICE: Adopting first time right approach to serve customers with quality, detailed and comprehensive. FEARLESS: Energetic, creative, and competitive mindset to achieve a good collaboration. SMART WORKING: Efficiency, digitization and safety-first working attitude for effective results.

Qualification

Responsible to all system support Customer Service especially Call Center (inbound, outbound, and Email)

Responsible to improve agent's skill by related training

Responsible to customer monthly Network Performance Report

Responsible to send email update information to customer

Responsible for Customer Engagement

Analyse Customer Experience, monitoring customer visit, and its report

Make daily, weekly, and monthly to Head of Customer Service

Qualification

Minimum Diploma Degree in any field, max. 30 years old

At least 1 year of working experience in the related field

Required Skill(s): Good knowledge of Customer Service Operational, System Application, Fiber Optic, Core Management, L2/L3 Switching, MPLS, Enterprise Router, Microsoft Office

Good analytical thinking and problem solving

Able to meet dateline, work under pressure, and minimum supervise

Willing to work shift

Diutamakan sudah mempunyai pengalaman

Diutamakan bisa berbahasa inggris

Diutamakan bisa menggunakan komputer

Responsibility

Description

Level Jabatan	: Staff
Jam Kerja Ditentukan	: Purna Waktu / Fulltime
Gaji / Salary	: Negosiasi
Penempatan	: Array ([0] => Array ([area_name] => Kota Bandung))
Pendidikan	: Diploma (D1/D2/D3/D4) Sarjana (S1)
Bidang / Jurusan	: Semua jurusan
Bidang yang dicari	: Customer Service

Please Submit Your Application Completed By Post To:



PT MEGA AKSES PERSADA
Menara Kadin Indonesia Lt. 6 Jl. Hr. Rasuna Said, Kav. 2-3 Jakarta Selatan 12950
Jakarta Selatan Dki Jakarta
Website :

Ditutup tanggal 20 December 2019



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APPLY

