



Customer Service Manager based in Bangkok

KASA Development is expanding, and we are currently seeking a customer service manager to join our team.

Responsibilities:

- Understand the company's products and policies and communicate the information to his/her team
- Lead and motivate his/her staffs to ensure they are delivering the best customer service possible.
- Help to build good customer relations
- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle service inquiries
- Deliver information
- Set up new customer accounts
- Direct requests and unresolved issues to the designated resource
- Manage customers' accounts
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Prepare and distribute customer activity reports
- Maintain customer databases
- Manage administration
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process
- Arrange promotional events
- Recruit staff and do appraisals
- Arrange staff meetings, train and develop them
- Ability to speak Thai would be advantageous \

Qualifications:

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Data collection and ordering
- Customer service orientation
- Adaptability Initiative
- Stress tolerance

Educational requirements

- General education degree or equivalent
- 5 years working experience
- Fluent in English and Chinese, Thai would be beneficial

Full Time

- Salary : 100,000 THB/month
- Can start immediately

Head Office KASA DEVELOPMENT -
29th Floor, Sathorn Square, - Silom,
Bangkok 10500

APPLY NOW: Email:

[talent@kasa-
development.com](mailto:talent@kasa-development.com)