

CUSTOMER SERVICE EXECUTIVE

About the Role

We're seeking a dynamic and driven Customer Service Executive to join our team and help support our community of non-profits, social enterprises, fundraisers and companies across Asia.

Based in Singapore, you will use your excellent interpersonal skills to answer calls, handle emails and voice chat to our range of clients whilst exemplifying the Simply Giving values.

You'll be a passionate self-starter that knows how to make a difference.

Job Function

Customer Service:

- Be the first point of contact for all of our existing clients and new clients.
- Handle both inbound and outbound calls to a range of clients, answering their inquiries in an efficient and professional way.
- Respond to all client email inquiries professionally and within the agreed Service Level time-frame
- Respond to customer inquiries via Live Chat on the Simply Giving website.

Reporting:

- Produce weekly and monthly updates on performance to Service Level agreements in both PowerPoint and Excel.
- Take part in the bi-weekly team meetings, providing feedback on questions and trends coming via Customer Support.

Research:

- Identify, research and monitor relevant and potential industries and trends for business opportunities for the company.

Training

- Conduct web training and updates for our clients either online or Face to Face when needed.

Requirements

- Minimum 3 years experience in Customer Service
- Proven track record of handling all type of calls and emails.
- 3 years experience with technology and web tools. In particular, live chat, Excel, Powerpoint and webinar technology.
- Ability to work independently with a regional team is crucial.
- Self-motivated, positive, proactive, team player.
- Excellent written and spoken English is required.
- Additional languages are a bonus.

What's on offer?

- Salary package commensurate with experience.
- Health Insurance benefits.
- Working with a dynamic fun loving team.
- Regional travel when necessary.
- Career advancement opportunities for the right candidate.

To Apply

To apply for this role please email your CV to jobs@simplygiving.com. Please **include a cover letter** explaining why you are suited to this role.

About SimplyGiving.com

SimplyGiving.com is Asia's largest social crowdfunding community; connecting passionate people with causes they care about. Headquartered in Singapore, with offices in Kuala Lumpur and Hong Kong, Simply Giving works with 650 nonprofit partners and social enterprises in 20 countries across Asia, providing mobile-optimised donation and fundraising tools that make giving easy. www.simplygiving.com