

# We are **HIRING!**

## **Front Service Associate Support** Consumer Experience (Consumer Sales and Experience)

### **Job Summary**

Actively and consistently support all efforts to simplify and enhance the customer experience. The Front Service Associate has the primary objective of driving the vision for consistency in customer service standards. The Front Service Associate is accountable for shaping and delivering the business's customer journey through consistent service quality delivery in order to drive positive satisfaction to all our customer at imagine main headquarters.

### **Requirements**

- At least O-Level with credits English, Math, IT and related Subjects.
- 3 to 5 years in a face to face customer facing role, or 2 to 3 years in a Customer Service Representative role.
- Have good people and interpersonal skills and good communication and listening skills. Able to handle customers and enjoy interacting with customers.
- Computer literate. Able to operate Microsoft Excel, Word, Office, Outlook, Power Point, Telephone Skills, Verbal Communication, Listening, Professionalism, Customer Focus, Informing Others, Handles pressure, Supply Management etc.
- System literate. Have an understanding of OMS, CMS & other relevant support systems used within the company.
- Have sound knowledge of the company's products, services and processes.
- Have good English and Malay written and verbal skills.
- Organised and have good time management skills.
- Open to Brunei citizen and Permanent Resident only.

### **Key Accountabilities**

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Handle and manage customers' enquiries and complaints on products and services.
- Educate customers on products and services.
- Obtain and escalate complaints to Customer Success team.
- Maintain a professional outlook and environment at RB Plaza, 6th floor.
- Promote the right service behaviors and act as a role model to all to follow.
- Drive and implement customer service initiatives as directed by Customer Experience Division.
- Responsible for own personal development.

Curriculum Vitae must be submitted to:

**Imagine Sdn Bhd, 6th Floor, RBA Plaza, Jalan Sultan, BS 8811, Bandar Seri Begawan, Negara Brunei Darussalam**

or via email at [recruitment@imagine.com.bn](mailto:recruitment@imagine.com.bn) no later than Thursday, 18<sup>th</sup> November 2021.

Only shortlisted candidate will be notified.