



APPENDIX II

JOB TITLE : EXECUTIVE, CUSTOMER SERVICE

REPORTING TO : ASSISTANT GENERAL MANAGER, RETAIL

JOB SUMMARY

We are looking for Retail Customer Service to provide excellent customer service and meet sales target for our Telco retails.

JOB RESPONSIBILITY

1. Assist walk-in customers, present, and promote XOX products and services to existing and prospective customers.
2. To provide good customer service to the customers by being proactive to approach customers, attentive to customer queries and assist them courteously, inform customers on ongoing promotion.
3. Establish, develop, and maintain positive business and customer relationships.
4. Responsible in generating leads to acquire new customers.
5. Actively involved in roadshows, events, and any promotional activities arranged and set by the company.
6. Achieve agreed upon sales target and outcome within schedule.

JOB REQUIREMENT

1. Excellent command in English & Malay.
2. Effective interpersonal skills and ability to build rapport with customers.
3. Lively, energetic, dynamic individual with a friendly disposition.
4. Good working attitude and a dependable team player.
5. Able and willing to work in retail hours, including weekends and public holidays.

QUALIFICATION

1. Candidate must possess at least a SPM or Diploma with any course.
2. Preferably with a minimum of 6-months related working experience in the related field / industry.
3. Fresh graduates are welcome to apply.

XOX MANAGEMENT SERVICES SDN. BHD.

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