



SMRT Corporation Ltd – Senior Officer, Customer Relations, Six Months Contract

Your job will require you to handle customer's feedback, enquiries and complaints received via the various communications channels - phone, web, email and letter correspondence. You will also be in charge of specific assignments and projects on an ad-hoc basis. Preparation of reports is also an integral part of the job of a Senior Officer, Customer Relations.

Requirements:

You should possess a diploma in Mass Communications/ Business Studies or related discipline. You should possess relevant work experience in customer service; either over the phone, correspondence, or face-to-face interactions. You should possess excellent written and verbal communication skills. You should be an independent worker, with good organisational and interpersonal skills. A pleasant disposition with basic computer knowledge in Microsoft Office applications and a good team player are important attributes.

Human Resource Division

SMRT Corporation Ltd
251 North Bridge Road
Singapore 179102
Republic Of Singapore
Tel - 6331 1000
Fax - 6334 0247
Email - talentmgt@smrt.com.sg

All materials will be kept in the strictest confidence. Only shortlisted candidates will be notified.

*Have a question or comment about the site? Drop us a line at Customer Relations or call 1800 3368 900.
Our Customer Relations representatives are available to answer your questions and help you find what you need.*