



### **SMRT Taxis Pte Ltd – Customer Service Coordinator**

Your main responsibility is to provide an excellent one-stop service to our taxi drivers over the counter at our Customer Service Centre. Your role will include handling inquiries, addressing feedback, processing and following through with drivers' requests. You will interact with diverse levels of internal personnel to ensure resolution of issues and inquiries. You will also recommend and implement new or improved processes to enhance our service level.

#### **Requirements:**

You should possess a GCE 'O' level with preferably 1 year of relevant experience. You should also exhibit a positive and helpful attitude with exceptional listening skills. You should be familiar with Microsoft Office applications, and are comfortable performing multiple tasks, attentive to details with a high degree of accuracy. Candidates who have a passion for service with good verbal and written communication skills will be preferred.

#### **Human Resource Division**

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

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Our Customer Relations representatives are available to answer your questions and help you find what you need.*