

Contact Centre

Job Fair

JOB LISTING BOOKLET

Date : 29 May 2019 | Wed

Time : 1.30pm to 4.30pm

ORGANISER DETAILS

e2i (Employment and Employability Institute) is the leading organisation to create solution for better employment and employability. We help workers through providing better jobs, developing better skills through professional development and improving productivity for companies.

Organised By:



An Initiative By:



Supported By:



At e2i Job Fair



STEP 1

Go through Job Listing Booklet to know more about available jobs today



STEP 2

Approach employers for interviews
(You may approach multiple employers)

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#01 AIG Asia Pacific Insurance

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

AIG is an equal opportunity employer.

Additional information about AIG can be found at www.aig.com.sg.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Quality Assurance Specialist	<ul style="list-style-type: none"> Diploma/Degree <u>or</u> minimum 2 years of relevant Quality Assurance or Contact Centre experience Bilingual in English and Bahasa Melayu/Mandarin or Tamil Certificate in General Insurance preferred – BCP & PGI Certificates Familiarity with Contact Centre Management tools, metrics and technology platform 	<ul style="list-style-type: none"> Responsible for assessing the voice and non-voice transactions undertaken by Contact Centre team Participate in call calibration, design of transaction monitoring formats and quality standards, to enhance the Quality Monitoring Program Monitor completion of Quality Assurance Close Loop (Audit – Coaching – Remediation – Tracking) with Operations and Business Support Analyse Quality Assurance trends and work with Operations and other units for continuous improvement 	<ul style="list-style-type: none"> Monday - Friday 8.30am – 5.30pm / 9am – 6pm Kaki Bukit
Campaign Executive, Outbound	<ul style="list-style-type: none"> Minimum GCE 'O' with at least 1 year of experience Fresh Diploma, Higher Nitec and Nitec holders are welcome to apply Prior telesales and/or call Centre experience will be advantageous Preferably with Certificate in General Insurance – BCP & PGI Certificates 	<ul style="list-style-type: none"> To promote and conduct telemarketing sales for general insurance products over the phone to new and existing customers To upsell/cross-sell the company's products and services proactively when opportunity arises To understand customers' needs and make appropriate product recommendations To achieve key performance indicators including sales, quality and operational standards Prepared to be trained across multiple products and platforms. 	<ul style="list-style-type: none"> Monday - Friday 8.30am – 5.30pm / 9am – 6pm Kaki Bukit
Quality & Training Executive	<ul style="list-style-type: none"> Diploma/Degree or relevant working experience in General Insurance Bilingual in English and Bahasa Melayu/Mandarin or Tamil. Candidates with ACTA and other training and assessment certification, Process Management Professional Certification (Six Sigma, ISO 	<ul style="list-style-type: none"> To own, maintain and undertake activities relating to the Training, Quality Assurance and Knowledge Management Delivery of Contact Centre Training, management of Knowledge Management and Management of Quality Assurance Framework. 	<ul style="list-style-type: none"> Monday - Friday 8.30am – 5.30pm / 9am – 6pm Kaki Bukit

	<p>Internal Auditor etc.) are encouraged to apply.</p> <ul style="list-style-type: none"> • Familiarity with Contact Centre Management tools, metrics and technology platforms 		
Customer Care Team Leader	<ul style="list-style-type: none"> • Diploma/Degree or relevant working experience in General Insurance • At least 2 years Contact Centre experience • Bilingual in English and Bahasa Melayu/Mandarin or Tamil. • Good knowledge of Contact Centre Management tools and technology 	<ul style="list-style-type: none"> • Perform and oversee the administrative activities associated with the daily running of the inbound operations team including reporting. • Support Managers in information dissemination, updates, walking the floor and ensuring adoption of the Knowledge Management Framework • Real time monitoring of service level and staff productivity & utilization • Support contact center in reviewing, identifying, managing and mitigating Operational Risk inherent in all BAU activities. Includes support of Audit /Monitoring activities and attendant action plans, process re-design, implementation and retraining. 	<ul style="list-style-type: none"> • Monday - Friday • 8.30am – 5.30pm / 9am – 6pm • Kaki Bukit •
Team Leader – Outbound	<ul style="list-style-type: none"> • 3 years of Contact Centre experience with Diploma/Degree or relevant experience in General Insurance. • Bilingual in English and Bahasa Melayu/Mandarin or Tamil. • In depth knowledge of telemarketing strategies and customer service skills • Sales and objective driven 	<ul style="list-style-type: none"> • Perform and oversee the administrative activities associated with the daily running of the outbound operations team including reporting. • Support Managers in information dissemination, updates, walking the floor and ensuring productivity and targets are met. • Real time monitoring of staff productivity • Ensure compliance of sales activities and operations to company and regulatory Risk, Compliance and Service & Quality standards and policies. 	<ul style="list-style-type: none"> • Monday - Friday • 8.30am – 5.30pm / 9am – 6pm • Kaki Bukit
Customer Care Consultant, Inbound	<ul style="list-style-type: none"> • Minimum GCE 'O' with at least 1 year of experience • Fresh Diploma, Higher Nitec and Nitec holders are welcome to apply • Exposure to customer-orientated environment and/or call centre experience • Preferably with Certificate in General Insurance – BCP & PGI Certificates 	<ul style="list-style-type: none"> • Deliver excellent quality service and handle customers' enquiries and requests efficiently • Possess strong analytical skills to resolve customers' problems, handle complaints and feedback, manage customers' expectations and take ownership of customers' requests • Identify cross-sell opportunities and to up-sell company's products and services proactively during customer interaction • Fulfill Contact Centre expectations by meeting set KPIs and contribute to expected team performance standard • Prepared to be trained across multiple products and platforms. 	<ul style="list-style-type: none"> • Monday - Friday • 8.30am – 5.30pm / 9am – 6pm • Kaki Bukit

#02 ComfortDelGro Corporation

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 43,300 buses, taxis and rental vehicles with more than 24,700 employees worldwide.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Comfort Transportation Pte Ltd and CityCab Pte Ltd – Customer Service Assistant	<ul style="list-style-type: none"> • GCE 'N' / 'O' Level • Possess a service excellence mindset and good typing speed • Able to work independently with minimal supervision 	<ul style="list-style-type: none"> • Handle taxi bookings, enquiries, complaints / feedback and render service recovery 	<ul style="list-style-type: none"> • Sin Ming Drive • Comfortable with shift work (including weekends and Public Holidays)
SBS Transit Ltd – Customer Service Officer	<ul style="list-style-type: none"> • Diploma in any discipline • Able to work independently as well as in a team • Able to speak and write effectively when communicating with customers • Possess positive attitude, initiative, resilience and a passion for excellence • Customer-oriented with good interpersonal skills 	<ul style="list-style-type: none"> • Handle enquiries / feedback from Customer Service hotline and on-line feedback form • Respond to all enquiries / feedback in a professional, courteous and efficient manner • Follow up and work with other departments to resolve all issues promptly 	<ul style="list-style-type: none"> • 205 Braddell Road • Comfortable with shift work (Morning shift / Afternoon shift)

#03 i-vic International

Established since 18th April 2007, i-vic International is now one of the largest outsource contact centres in Singapore

We specialise in providing contact centre services for Multinational Corporations. We also provide employment to hundreds of multi-lingual contact centre agents.

Our contact centre at Tampines Business Hub has a huge-seating capacity and adds credence to our ever-growing success in the region.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Customer Service Executive (Call Center Agent)	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Highly self-motivated, energetic and customer oriented with a positive attitude. • Candidate with minimum 1-year customer service experience is highly preferred. • Team-player with empathy and strong interpersonal skill 	<ul style="list-style-type: none"> • Assist customers through various channels (Phone, Email, Web, Text Messages, etc) to achieve brand recognition and customer loyalty. 	<ul style="list-style-type: none"> • Full-time (44 hrs per week)
Customer Service Executive	<ul style="list-style-type: none"> • Minimum 18 years old • Computer Literate • Able to commit at least 6 months 	<ul style="list-style-type: none"> • Handle inbound calls, enquiries and feedback 	<ul style="list-style-type: none"> • Full-time (44 hrs per week) –

(Call Center Agent)	<ul style="list-style-type: none"> • Has Customer Service experience • Able to work on rotating shifts 	<ul style="list-style-type: none"> • Provide accurate and efficient processing of orders 	rotating shift
Business Development Executive (Telesales Officer)	<ul style="list-style-type: none"> • Excellent communication skills. • At least 6-12months of telemarketing experience • Highly self-motivated, energetic and customer oriented with a positive attitude. 	<ul style="list-style-type: none"> • To proactively call, nurture, engage and support members during their parenthood journey • To subtly market and convert consumers over to our brand of products 	<ul style="list-style-type: none"> • Full-time (44 hrs per week)

#04 Tele-centre Services

Since 1999, Tele-centre Services Pte Ltd is a premium provider of outsourced contact centre solutions. We pride ourselves to be a valuable business partner to renowned multi-national companies and key government organizations across all industries.

With a staff strength of 250, we attribute our success in providing a truly extraordinary call experience by embracing the latest technology and constantly seeking innovative ways to deliver the best results.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Customer Care Officer	<ul style="list-style-type: none"> • GCE 'N'/'O'/'A' / Diploma / Degree holder from recognized institution • Applicant along with 1 to 2 years of customer service experience, preferably from insurance/banking industries; Candidate with no experience may be considered and training will be provided • Applicant must be comfortable to work in Call Centre Environment • A team player with good writing, interpersonal and communication skills 	<ul style="list-style-type: none"> • Handle customer service hotline and provide the first level of support • Provide quality customer service to customers over the phone or email • Remain up-to-date with the latest information that impacts the delivery of service to the customers and provides accurate information promptly to customers, such as on FAQs and etc. • Handle escalated cases that do not fall within FAQs 	<ul style="list-style-type: none"> • Rotated shifts of AM, PM and Night <p>56 Kallang Pudding Road HH@Kallang Singapore 349328</p>
Team Leader	<ul style="list-style-type: none"> • Minimum Diploma with 3 years of relevant experience preferably in a contact centre or telemarketing environment • Possess good interpersonal and communication skills, customer service and problem-solving skills • Positive and able to drive team to achieve targeted Service Levels • Good leadership and people management skills 	<ul style="list-style-type: none"> • Responsible for day to day operations, training and management of different teams to achieve targeted Service Levels • Conducts regular transaction monitoring and call reviews for the purposes of quality assurance, coaching and training • Ensures that follow-up actions are in place to address any gaps in staff competency and weaknesses • Generates daily, weekly and monthly reports and other documentations as required 	<ul style="list-style-type: none"> • 5 days weekday work week (8.15am to 6pm) <p>56 Kallang Pudding Road HH@Kallang Singapore 349328</p>