



EUROP ASSISTANCE MALAYSIA SDN BHD

JOB VACANCIES

Europ Assistance is a leading assistance and care company with annual revenues exceeding 1.7 Bn Euros in 2019. Serving as a gateway to over 750,000 professional service providers coordinated through three international hubs and covering over 200 countries and territories worldwide, our South East Asia delivery platform based in Bangkok, Malaysia, and Singapore enables our customers in the region to access care services anywhere, anytime.

We are hiring. We are looking for talents in Travel Operations Department
Details as below :

Position : Assistance Coordinator

Job Responsibilities

- Act as the first point of contact for the members, clients, and service providers.
- Attend to incoming calls and emails that are based on international client.
- Ensure all the calls answered within the agreed SLA from client and to offer the appropriate assistance.
- Ensure all the emails responded within the agreed TAT and ensuring the right action has been taken.
- Ensure diligent follow up of pending information and fulfil promises made to customers.
- Proper use of the case management system to record down case activities and plan new tasks.



Send your resume to:

recruit@europ-assistance.com.my

Europ Assistance Malaysia Sdn Bhd

Office Suite 01-13, 13th Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim
Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia



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Technical/ Functional Knowledge, Skills and Abilities

- Ability to multi-task and prioritize your workload.
- Analytical and questioning mindset is an advantage.
- Pragmatic approach to problem solving.
- Work well under pressure with good time management skill.
- Discernment and the ability to assess a situation objectively.
- Attention to detail with excellent numeracy and literacy.

Education, Professional Qualifications and Experience

- Minimum SPM/Diploma holder with at least 1-2 years of related working experience.
- Experience in customer service, assistance, insurance, or medical industry preferred.
- English spoken and written to be good or above average.
- Experienced in handling inbound calls and emails.
- Strong phone contact handling skills and active listening.
- Shift work - Morning / Noon / Night shift. Rotational Rest Day and Off Day.
- Fresh graduate are encouraged to apply.



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