

Customer Service Rep (Part-time)

Aberdeen Centre is inviting applications to fill the position of Part-time Customer Service Rep. Interested applicant who meets the following criteria is welcome to submit a covering letter and resume via email to employment@aberdeencentre.com

MISSION

Build strong customer relations and deliver excellent customer service by answering basic questions with a calm and positive attitude.

Your Key Responsibilities

- Assist customers with wayfinding
- Respond to general enquiries
- Assist as a team player in mall events
- Maintain customer service counter appearance
- Restock mall brochure and tourist information guides
- Collect shopping coupons for redemption and keep log of transactions, generate daily reports
- Liaise with management office on a regular basis
- Help monitor hygiene and cleanliness in washrooms and common areas
- Other duties as required by mall management.

Your Knowledge & Skills

- Good spoken and written English, Cantonese and Mandarin
- Excellent customer service and communication skills
- Excellent telephone manners
- Strong computer skills in Outlook, Word and Excel
- Attention to details
- Ability to work independently with a team spirit
- Ability to work a flexible schedule including weekends and statutory holidays
- Ability to work overtime during peak periods and events
- Experience in shopping mall and hotel and tourism industry is an asset