
Customer Service Executive

Responsibilities:

- Handle customer enquiries & complaints
- Track packages by phone & email
- Follow up problem shipments with shippers
- Coordinate with overseas offices

Requirements:

- HKDSE or above
- Good command of English and Mandarin
- Professional telephone manner
- Excellent communication and interpersonal skills
- Detail-minded and customer-oriented
- Independent, hardworking and initiative
- Fresh graduates are welcome

Working Hour:

- Monday – Friday (08:00 – 17:00 / 09:00 – 18:00 / 10:00 – 19:00 / 12:00 – 21:00)
- Saturday: Once per four weeks (08:00 – 17:00 / 09:00 – 18:00)
- Sunday Off
- Shift duty is required (including public holiday)

The remuneration package will include birthday leave, 5 days paternity leave, compassionate leave, 12 days annual leave, and medical benefits including medical expenses and sick leave, etc.

Interested applicants, please write in with your detailed resume stating your current and expected salary to email: jobs@royaleinternational.com

All information collected will be used for recruitment purposes only.