

Position title: Customer Support Services Executive	Product: Cadena HRM Series 5/PayTime
Location: Ho Chi Minh City, Hanoi, Vietnam	Market: Vietnam

Job Description

Cadena's customer base continues to grow as does the need for continued and excellent customer support. We are looking for a talented Customer Support Services Executive to support our client's end-users with their Cadena HRIS application. This role requires attention to detail, execution excellence and a strong customer service orientation.

Day-to-day you will:

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Record customer issues, collect data relating to the problem, Identify the the symptoms of the issues
- Collaborate with development team to resolve the issues and follow up with customers to ensure the problem is resolved.
- Analyze customer change requests, document requirements, provide solutions, test and update the new source to customer.
- Guide the users to support them in becoming more productive and deliver training for end-users.
- Inform customers about changes in tax and labour laws.
- Support with administrative tasks.

Your Profile

You have a bachelor's degree in computer science, computer engineering, management information systems or a related field.

- Proven ability to collaborate and build strong relationships with customers.
- Excellent telephone manner and communication skills.
- Exceptional verbal and written communication skills
- An understanding of technology and experience in MS Office including Outlook / Excel / Word to track work flow, daily tasks and assisting in personal organization.
- Knowledge of ERP system will be an advantage.

We offer

- An inspiring work environment!
- Competitive salary packages.
- Annual salary reviews and adjustments
- A knowledge sharing atmosphere and teams full of enthusiastic professionals.
- Training and education.
- Career development opportunities.
- Company activities, drinks and parties.

Cadena Vietnam Co. Ltd.

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