



Translation Services

Client Service Officer Key Responsibilities & Requirements

We are looking for a Client Service Officer to create and nurture long-term relationships with customers. You will represent and interface directly with our clients on behalf of the company.

In this role, you should be an excellent communicator who's able to grasp customer needs and brainstorm ways to fulfill them. If you also have a background in customer service and knowledge of our industry, we'd like to meet you.

Key Responsibilities:

- Ensure that visiting customers are well taken care;
- Ensure that customers' queries are well-responded (e.g. email, phone, app. Etc.)
- Ensure that all customers' needs are well-understood, recorded and passed on the relevant team;
- Ensure that all documents received from clients are handled with care and adhere to privacy and confidentiality;
- Ensure that all documents received from clients are accurately recorded and well-organized;
- Preparing print copy of translated documents for clients;
- Delivering e-copy of translated documents to clients (e.g. email, app, etc.)
- Issuing quotation and relevant costing;
- Liaising with production team to get translation done;
- Preparing promotional and marketing materials; and
- Other duties as required by TS Cambodia.

Requirements:

- A customer-oriented attitude;
- Excellent communication and negotiation skills;
- Ability to work well with a team;
- Problem-solving aptitude;
- Strong organizational skill and attention to detail;
- Strong command in English language proficiency;
- Proficient in MS Office;
- Background in customer service and industry knowledge is a plus;
- Strong command in Chinese is an asset; and
- BSc/BA in Business Administration, Marketing, Communication or a related field.