



Duit Your Way

Job Description – Customer Service (CS) Executive

Position : Customer Service (CS) Executive

Reports to : Customer Service Manager

Location : - TTDI Plaza, Taman Tun Dr Ismail, 60000 Kuala Lumpur, Malaysia
- Offsite arrangements can be discussed

Salary : RM (Ringgit Malaysia) 2,500 - 4,000 + Performance Bonus

About Us: www.versa.com.my

We are a FinTech startup building a digital cash management platform to help Malaysians from all walks of life unlock the potential of their idle cash. Our platform introduces an innovative alternative to fixed deposits where users can gain higher returns while benefiting from Versa's flexibility that allows users to withdraw their cash plus daily interests earned at any moment without incurring penalties. Dedicated to helping users get the best out of their sleeping funds, Versa is focused on making our suite of user-friendly cash management solutions more accessible to all Malaysians.

What is our product trying to solve?

Retail and Small Medium Enterprises (SMEs) are faced with very low interest rates in savings accounts or a lack of liquidity in fixed deposits. Our first product aims to transform your sleeping cash into money-earning potential through return rates similar to the interest of a Fixed Deposit. But with Versa, you can 'duit' your way and enjoy the freedom to withdraw your savings at any moment without penalties.

What learning opportunities/initiatives do we have?

We encourage learning the latest best practices and new technologies and we do everything within reason to provide the tools and courses to learn them

The Role & Responsibilities:

We are looking for a talented customer service specialist to build and lead the execution of Versa's growth. This person will act as the main liaison for Versa and its customers. He/She will provide support on any queries or issues that customers may face on our products and services.

- Provide customer service support to all Versa's customers on all available channels (chat, call, emails, social networks etc)
- Monitor and adhere to customer service KPIs and SLAs
- Attend to urgent customer queries and escalate cases to relevant management or PICs in a timely manner
- Manage and update the FAQ (customer knowledge base) sections across all channels
- To be updated on all Versa's latest products and services to better support the Company and provide accurate and updated information to customers
- Uphold Versa's brand image and voice at all times

Requirements:

- Candidate must possess a Bachelor's Degree, with at least 2 years of Customer Service Experience
- Willing to take responsibility and ownership on tasks assigned
- Able to work in a fast-paced environment and an effective listener/ troubleshooter
- Ability to calmly and logically handle situations with emotional stress
- Good communication skills, fluent in spoken and written English
- Ability to converse in Mandarin would be an advantage

If you are up for the challenge, kindly forward your CV to both:

1. richmond@versa.com.my
2. nursyaza@versa.com.my