

Briefing Form – Sutherland : UBER Contact Centre
Chinese Speaker

Employer : Sutherland Global Services
Client Company : Sutherland Global Services

Position : Customer Support Representative – Chinese Speaker
(Mandarin / Cantonese)

Period of Employment : One Year / 12 Months (Minimum)
Basic Salary : RM2100 Min - RM3000 Max

	Mono Language		Duo Language	
	No Exp.	Exp.	No Exp.	Exp.
Basic Salary	RM2000 – RM2500	RM2500 – RM3075	Rm2500 – RM3075	RM3075 – RM3800

Language Allowance : RM250
Shift Allowance : RM300
Transport Allowance : RM100
Quarterly Performance Allowance : RM375
(Subject to Employee’s Quarterly KPI)
Overtime : Paid up Approval

Working Location : Bangsar South City
Working Days : 5 days work- any day
2 days off - any day
Working Hours : Rotating Shift
7am until 4pm 2pm until 11pm 11pm until 8 am

Benefits : EPF, Socso, Annual Leave, Medical Leave, Medical Coverage and Insurance

Program	Uber (Technical)	Version Number	1.1
		Process owner	Suresh Kumar Sirigineedi
Job Title	“Customer Support Representative” Email Support	Reviewed & Approved by	GS Rao, Archana Karfa, Suresh Kumar
		Effective date	09 th , February 2015

‘Must Haves’	Elaboration of Minimum Requirements	Process Owner
Technical Skills	<ul style="list-style-type: none"> Basic User level knowledge of Operating System (Windows 7). Knowledge of browsers (IE8 and Chrome). Ability to use email services through designated portals (Uber Site). Familiarity with Using Adobe Acrobat Reader. Performing all end-user services via Email systems (hard, soft, web). Familiarity with Document Verification and Financial transactions. 	Domain Specific Trainer
Soft Skills	<ul style="list-style-type: none"> Excellent Oral and Written Communication Skills – Ability to construct grammatically correct sentences with clear and concise sentence construction. Excellent Comprehension Skills – Ability to Read, Understand & Comprehend English. Good Email Etiquettes – Courteous Greeting & Closing. Correct usage of Names, Appropriate Capitalization & Punctuation, Avoiding Acronyms and Emoticons, Professional Usage of Fonts & Colours, Accurate Adaptation of References. Strong Customer Service Orientation - Situational understanding or awareness in addressing customer request by priority. Excellent Typing Skills – Ability to type 30 words per minute with 90% Accuracy. Medium of Education – English as First or Second Language in school. 	Soft Skill Trainer
Product Specific Knowledge	<ul style="list-style-type: none"> Ability to understand the various Ticketing Tools. Accessing Ticket information from available resources. 	Domain Specific Trainer
Process Specific Knowledge	<ul style="list-style-type: none"> Policies, Process, Procedures, Confidentiality, Business Ethics. Transaction flow and Scripts. Case Handling – for Different Scenarios. 	Domain Specific Trainer
Personal Attributes	<ul style="list-style-type: none"> Self- Discipline & Composure, Learning & Adaptability. Time Management & Interpersonal Skills. Ability to work in a team effectively. Enthusiasm, Resourcefulness, Commitment & Drive. Positive Attitude towards work and Co-Workers. Flexibility with shifts – Ability to work on any 24/7 Shift. 	Domain Specific Trainer

‘Must Haves’	Elaboration of Minimum Requirements		Process Owner
Tools specific knowledge	<i>Internal Tools</i>	<i>External Tools</i>	Domain Specific Trainer
	<ul style="list-style-type: none"> • Iroz • Microsoft Outlook. 	<ul style="list-style-type: none"> • Zoom. • Hip Chat. • 7ZIP. 	

‘Great to Haves’	Elaboration of Minimum Requirements	Process Owner
Knowledge & Experience	<ul style="list-style-type: none"> • 0-12 months Experience • 12 Std Passed or Graduation • Past experience in Teaching/Customer Service/Email Support/Chat Support/Proof Reading/Document writing • Internet – Social Media savvy – Facebook, WhatsApp, and Twitter etc. 	