

At Talent Trust, we know that huge medical bills can destroy a missionary's life and ministry. We want to provide more than insurance so that our missionaries can thrive and fulfil the Great Commission.

We believe that medical insurance is vital for a missionary to be a good steward as they go about their ministry.

Our ministry's strength lies in a commitment to serving others and providing a personal touch.

What you will be doing

- Guide our members to achieve the highest value from Talent Trust's products and services by responding to member queries in a timely and accurate way, via phone, email or chat.
- Identify areas of expansion and cross-selling where Talent Trust can further help members solve their needs through discovery, relationship building and problem-solving.
- Develop and maintain long-term relationships for repeat business.
- Provide feedback and recommendations to leadership to ensure our products continuously add value to customers.
- Identify growth opportunities and work with the Sales teams to engage accounts.
- Attend international conferences to promote Talent Trust.

Who are you

- You have 1-2 years of experience in customer service, customer success or customer experience environment. Fresh graduates are also encouraged to apply.
- You are fluent in English both written and verbal.
- You are fluent in Mandarin both written and verbal will be an added advantage.
- You are proficient in Microsoft Office tools (Excel and Word).
- You have a natural empathy when something goes wrong and a passion to generate a win-win solution. You put yourself in the other person's shoes, and tailor conversations to suit each member.
- You possess the "I got this" mentality that doesn't assume someone else will get something done, so you take ownership to bring issues to a close, but aren't shy to ask for help to get unstuck.
- You are a go-getter and see problems as opportunities.
- You are extremely organised and detail-oriented.
- When you see an opportunity for the team to improve, you're not afraid to speak up and speak out.
- You value teamwork and collaborate well with others.
- You are composed and flexible as member needs evolve and case volume changes.
- You are coachable and have a passion for learning.
- You are an active disciple of your Christian Faith – we will be asking for a reference from your pastor.

If this Customer Success Associate sounds like you, we want to explore the opportunity for you to join our team.

Benefits:

- Individual health insurance and dental
- 13 public holidays plus 14 days annual leave, rising to 16 after 2 years, then 22 days after 5 years.
- Bi-annual retreat
- 1-month bonus
- Active training and support

Talent Trust is convinced that the mission deserves the best. We aim to provide the best products, and we are looking to hire the best people to serve our missionaries.

If you feel that you would be the best person to join our team, please apply from the link below:
<https://tripetto.app/run/703VABTUDE>

This position is available to Malaysian citizens only.