

Customer Support Administrator

Kuala Lumpur, Malaysia

The Customer Support Administrator delivers efficient, effective and accurate administrative and operational functions to all customers during their entire lifecycle and provides the support and assistance to the Customer Relationship Manager or Customer Delivery Manager in the delivery of the Service Delivery Team's objectives.

What you'll get to do:

- The updating of all systems, processes and documents relating to the provision of service to Entity Solutions' customers at all lifecycle stages
- Creation of various documents, tools and reports for Entity Solutions' customers
- Provide contract and document management assistance to the Customer Support Manager where required
- Be active in suggesting the most efficient administration processes and procedures
- Maintain a high level of knowledge and understanding of the following:
 - All Entity Solutions divisions and offerings, including features and benefits
 - All relevant employment, tax, statutory & similar legislation
 - All internal tools and publications
 - All customer preferences & processes and tailored documents
- Complete ad hoc duties as allocated including office management tasks, reception relief, management of customer merchandise and welcome packs, and archiving
- Provide payroll and invoicing assistance to the Customer Support Consultant as and where required
- Additional duties and responsibilities as reasonably requested by the Customer Relationship Manager, Customer Delivery Manager or Service Delivery Manager

Skills and experience we value:

- Bachelor's Degree, Post Graduate Diploma, Professional Degree
- Proven high level attention to detail and accuracy
- Demonstrated ability to handle high volume work with efficiency to tight timeframes
- Excellent multi-tasking, prioritizing and time management skills
- The ability to build rapport and establish strong business relationships within teams and Management
- Proven ability to work well autonomously and within a team environment
- Required languages: English and Bahasa Malaysia
- Good communications skills



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People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

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People 2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.