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## Fullerton Markets International Limited

### JOB DESCRIPTION

JOB TITLE: Support Cum Admin Executive

DEPARTMENT: Support

RESPONSIBLE TO: Head of Support

#### 1. Support Duties:

- Answers 1st-level online support chats professionally.
- Handles and resolves customer inquiries.
- Identifies and escalates issues.
- Follows up customer chats with an email where necessary.
- Completes call logs (If required).
- Performs any ad-hoc translations from English to the native language if necessary.
- Reviews customers' documents.
- Support other departments if required during the weekend.
- Works closely with the Head of Support to document and improve processes and workflows.

#### 2. Office Administration:

- Administers the local office, including managing office assets and equipment.
- Manages the office-use booking calendar.
- Receives and manages guests, clients or partners visiting the office.
- Assists in any activities required in the office.

#### Requirements:

- Able to work under tight timelines and have good time management.
- Good verbal and written skills both in English and Laos. (Extra language will be an advantage.)
- Has experience in working with Microsoft office.
- Able to type at a reasonable speed and communicate using various online communication platforms like Skype, Line and WhatsApp.
- Has prior experience in translating materials from English to Laos and vice versa will be an advantage.
- Must be patient and understanding.
- Good communication skills are needed to handle and respond to questions and feedback from clients.
- Independent and disciplined while working at home.
- Preferably with at least 1-2 years of working experience.
- Has a good internet connection.

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