

## **Customer Service Assistant**

### Job Description:

1. Greet and welcome guest when approaching to the counter;
2. Provide accurate ferry ticket information to guest;
3. Issue ferry tickets as per guest's requirement under rules and conditions of Company;
4. Prepare bills and settle payments;
5. Copy, file and maintain paper or electronic documents and records;
6. Handle incoming and outgoing calls or emails.

### Requirement:

1. High school diploma or equivalent;
2. Strong customer service skills;
3. Excellent communication skills and interpersonal skills;
4. Strong working knowledge of Microsoft Office Programs.
5. Related working experience is an advantage.