Dow Jones & Company is a News Corporation company (NASDAQ: NWS, NWSA; ASX: NWS, NWSLV; www.newscorp.com) and a leading provider of global news and business information. With authoritative journalism and smart technology, we provide a window on events, clarify issues, inspire new thinking and give readers and business customers the insight they need to make informed decisions. Our premier brands include The Wall Street Journal, Dow Jones Newswires, Factiva, Barron’s, MarketWatch, and All Things D.

We are now seeking a high caliber candidate to fill the following position in our APAC Customer Service team:

**Customer Service Executive**

**Responsibilities:**
- Provide high-level telephone and e-support (web forms, email, and web chat) on Dow Jones suite of products and services by assisting our global customer queries concerning product navigation, content, research advice, billing/account administration, and first line technical support
- Act as the single point of contact for customer issues, logging all issues accurately and tracking progress on outstanding incidents to ensure customers get timely updates and resolution
- Correctly diagnose callers’ issues by asking relevant probing questions and utilizing effective listening skills
- Ensure all relevant procedures are followed from beginning to resolution
- Assist in identifying opportunities within accounts and escalate/liaise with sales teams where necessary
- Assist in identifying areas for improvement with technology and procedures, and initiate appropriate action to implement change
- Provide accurate and timely documentation updates within the customer service information database
- Actively seek out opportunities for self improvement, keeping up with new product trainings and process knowledge
- Offer support in designated language(s) including ad hoc translating and proofing of material

**Requirements:**
- Fluency in English and Japanese/Indonesian Bahasa/Korean/Thai/Mandarin
- Superior verbal and written communication skills with the ability to quickly establish trust and reliability over the phone
- Ability to listen, empathize, and effectively handle challenging customers in a professional and pleasant manner
- Sound judgment and a commitment to customer satisfaction with the ability to build and develop relationships to identify problems, assess needs, and find solutions
- Ability to maintain a positive attitude in an often busy and intense environment
- Strong aptitude and desire to learn new technical systems and applications
- Understanding of web applications, corporate intranets, and Microsoft Office
- Attention to detail and the ability to prioritize and meet deadlines
- Ability to follow a large set of procedural guidelines and adjust to changes when required to a very high accuracy level
- Positive outlook on change and flexible approach to team-based work environment and structure
- Confident team player with experience working on a team
- Desire to grow with the company
- College degree

Dow Jones offers a competitive remuneration and benefits package and an opportunity to work for one of the world’s leading financial and business news companies. We invite interested candidates to submit in confidence a cover letter and detailed resume stating your qualifications, contact details and current and expected salary via: