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Customer Service Officer

Position Summary Statement:
The Wall Street Journal Asia in Hong Kong is now seeking a strong candidate to fill the following vacancy in our Asia Pacific Customer Service team. Under supervision, the Customer Service Officer is responsible for providing superior customer service to Dow Jones customers, prospects, and employees.

Key Responsibilities:
- Provide multilingual telephone and email support to customers and prospects of The Wall Street Journal Asia
- Coordinate and follow up on customer service and circulation inquiries from overseas Dow Jones offices
- Correctly diagnose callers’ issues by asking relevant probing questions and utilizing effective listening skills
- Process data for subscription orders and payments
- Prepare bank documents for customer billing
- Assist in identifying opportunities for improvement with systems and procedures, and initiate appropriate action to implement these changes
- Contribute information to a customer service database

Key Relationships
- Establish rapport with internal and external customers
- Work closely with Customer Service colleagues, locally and globally, to ensure synergy across entire group
- Work with other Dow Jones departments to ensure escalated issues are handled timely and correctly

Requirements:
- Fluency in spoken and written English and Japanese/Indonesian Bahasa/Korean/Thai/Mandarin
- Superior oral and written communication skills with ability to quickly establish trust and reliability over the phone
- People skills and telephone etiquette with ability to listen, empathize with, and effectively handle challenging customers in a professional manner
- Understanding of Internet, corporate Intranets, and Microsoft Office
- Attention to detail and the ability to prioritize and meet deadlines
- Must project a patient, efficient, positive, and cooperative demeanor
- Ability to follow a large set of procedural guidelines and to 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
• University degree preferred

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:

https://newscorp.taleo.net/careersection/djexternal/jobdetail.ftl?lang=en&job=CIR000002