

CHILDLINE MALAYSIA

Childline Malaysia is a national 24-hour free phone outreach service for children up to the age of 18 years in need of care and protection. A privately funded project, run in partnership with NGOs, Child Helpline International, UNICEF, the Government of Malaysia and the corporate sector, we hope to provide a friendly confidential helpline for children who need any kind of assistance. We work closely with other organizations to provide direct assistance or referrals to protection, rehabilitation, and care support services

The **Childline Malaysia Call Center** responds to calls from children needing assistance and someone to talk to about their problems utilizing established emergency and referral protocols. Childline Tele Counselors will manage a front-line operation providing a friendly but professional “listening ear” to children in need. The Call Center will operate 7 days/week, 24 hours/day, including public holidays.

We currently have vacancies for the following positions:

CHILDLINE TELE-COUNSELOR

Job Responsibilities:

- Provide excellent support on telephone counseling to children Speed and accuracy as well as effective communication is a pre-requisite Upon receiving a call, the individual evaluates the situation utilizing Childline Malaysia’s established protocols and, if warranted, links up to the appropriate agencies and referral services.
- Receives, counsels, escalates and coordinates all calls with the appropriate agencies and referral services. Good telephone etiquette and professional conduct with all callers is required
- Responsible for data compilation on a daily basis. And maintains call log book
- Escalate the call logs to supervisor for follow up actions. If necessary

Job Requirements:

- Candidates must possess at least good SPM qualification. Tertiary qualifications will be an advantage
- 2 years working experience in customer service or preferably related to early childhood or youth supervision will be an added advantage. In house training related to call taking and counseling skills will be provided
- Proficiency in Bahasa Malaysia and English is necessary. Ability to converse in other languages or local dialects will be an advantage.
- Demonstrates excellent verbal and written communication as well as interpersonal & organizational skills.
- Conversant with Microsoft Office applications. Attention to detail & ability to handle multiple tasks simultaneously.
- Able to work on 3 rotating shift schedule including weekends and public holidays and able to provide extra support at short notice.
- Preferred age group is 24 – 35 years old.

Contact:

MALAYSIAN CHILDREN TV PROGRAMME FOUNDATION

Lot2, Jalan Pemberita U1/49
Temasya Industrial Park
Glenmarie 40150 Shah Alam
Selangor Darul Ehsan
Tel: 03-55692755

Attn: En. Zulzaha Shaari / En. Nur Azlan Azizi
zulzaha@dapat.com / azlan@dapat.com