

Account Support Executive – Kuala Lumpur

ROLE PURPOSE

The Instant Group is looking for an Account Support Executive to join our Corporate team. The main objective of this role is to work closely with our senior corporate heads who are based in Hong Kong and Singapore. You will be working with them daily to understand the needs of their client who will be looking for flexible office space across Asia, and then reach out to market to see who can help with the client's requirement.

KEY RESPONSIBILITIES

- Being on hand to work with the team across Asia with daily report requests
- Meeting deadlines for the corporate team
- Reaching out to operators across Asia to locate who can help with a client need
- Gathering floor plans, images, price points and availability
- Giving detailed reports and feedback to the corporate team

BACKGROUND AND EXPERIENCE

- Good command of English and Mandarin (Japanese would be helpful but not integral)
- Excellent written English
- Previous experience working with regular reporting
- Experience in working alongside sales teams under pressure

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Thrives in a fast-paced atmosphere
- Team player who can work on own initiative
- Works well with deadlines
- Has a good understanding of major Asia cities
- Excellent time management and organizational skills
- Good IT skills – Microsoft, Excel etc.
- Ideally worked Sales force CRM before or used to CRM
- Organised and particular
- Confident phone manner
- A “can do” attitude

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just around the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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