



Mitsubishi Motors Malaysia Sdn Bhd is the official distributor of Mitsubishi Motors vehicles in Malaysia. As one of Malaysia's leading automotive company, Mitsubishi Motors Malaysia is committed to produce and sell vehicles that are technologically advanced, high in quality, performance, safety and comfort.

We invite suitable talented individuals who are result-oriented, fast-paced and committed to join us as:

SENIOR MANAGER / HEAD OF DEPARTMENT – CUSTOMER EXPERIENCE (based in Shah Alam)

Customer Experience is tasked to provide strategic ideas and execution plan to align with company's growth direction. While keeping the essence of customer centric, this position must also be business centric, utilizing technology, social platform to engage with customers, while internally work with multiple departments to co-ordinate on the efficient execution of new programs/project accordingly.

Responsibilities:

- Responsible to understand our customers through data analysis, survey, engagements to enable MMM to deploy strategic plans to improve satisfaction, loyalty and advocacy.
- Be the driving force to implement strategies in improving customer retention and brand loyalty
- Conduct on-site surveys to obtain information needed to improve customer feedback
- Utilize and implement strategic ideas through various platforms both online and offline
- Work internally to execute/implement to executive new programs/projects accordingly

Requirements:

- Preferably more than 5 years within Customer related handling/engagement (End users).
- Experience in conducting Customer Loyalty Program is appreciated
- Understanding and Knowledge of analysing customer data base (IT savvy) for profiling, strategizing marketing strategies is necessary.

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications and experience, current and expected salary together with a recent passport-sized photograph to:

Human Capital Management Department
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