



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:

ASSISTANT MANAGER - TECHNICAL SUPPORT, AFTER SALES

(based in Shah Alam)

To lead, plan, organize, implement and make reporting of Field Service Quality section to achieve departmental goal and objectives. As well to promote product rectifications effectiveness and diagnostic skills for high customer satisfaction through direct assistance in dealer technical support and technical training/seminar.

Responsibilities:

- To support in achieving Customer Satisfaction through providing good product and excellent Customer Service levels via continuous assistance in terms of technical and visitations
- To assist in execution of field fix solution in immediate to improve Service Quality and Safety and ensuring the application of "Fix It Right the First Time"
- To support in evaluating the training needs for critical dealers in collaboration with Training Department
- To assist in supporting Customer Relations Department by offering technical advices and handling customers on technical matters to reach complaint in a timely manner
- To manage and develop executive through OJT and lead as well as support cross functional new and improvement projects/activities related to After Sales
- To assist in monitoring and managing MMM KPI and related reports to achieve set targets and action plan
- To plan and execute improvement activities for technicians and technical coordinators programs

Requirements:

- Bachelor Degree in Automotive Engineering/Technology
- 4-5 years' experience in vehicle maintenance, repair and troubleshooting
- 3 years' experience in technical reporting & customer handling skills will be an advantage.
- A troubleshooter and self-initiative
- Proficient in Microsoft Office Applications (Excel, PowerPoint, and Word).
- Hands-on, self-driven, independent, reliable and able to work well in a team.
- Must be agile and comfortable working in a fast-paced environment.

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications with a recent passport-sized photograph to:

Human Capital Management Department
Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)
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