



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:

EXECUTIVE – CUSTOMER RELATIONS CONTRACT (based in Shah Alam)

Promote an excellent customer experience beyond the initial purchase. This position contributes to customer retention by encouraging positive word of mouth about the best customer support experiences.

Responsibilities:

- Perform and supervise customer contact management in accordance with standard operating procedures.
- Administer, ascertain, and resolve customer complaints within the stipulated resolution time.
- Monitor, investigate, analyze, and report on DCRE performance to ensure consistent optimal performance and minimize customer complaints.
- Recommend, initiate, and evaluate improvement actions to enhance service quality for customers.
- Compile, investigate, report and effectively recommends improvement action to relevant parties.

Requirements:

- Minimum Diploma in Marketing/Business Statistic or in related field
- Must be able to converse fluently in English and Bahasa Malaysia
- Minimum 3 years in customer service related
- Knowledge of the industry
- Mature and confident with excellent interpersonal and communication skills
- Passion to facilitate resolution of problems and alleviate conflicts tactfully

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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