



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 EXECUTIVE/ASSISTANT MANAGER – DEALER OPERATING STANDARD, DEALER DEVELOPMENT (based in Shah Alam)

Responsible for ensuring dealerships adhere to established standards and protocols for operational excellence, brand representation, customer experience, and compliance to requirements as specified by distributor. Additionally, the role is also to ensure consistent practices that align with the brand's values, operational goals, customer satisfaction metrics and digitalization processes.

Responsibilities:

Compliance and Implementation of Dealer Standards:

- Improve, update, and enforce Dealer Operating Standards (DOS) to ensure consistent dealership performance based on current business needs.
- Conduct regular audits and inspections of dealerships to verify compliance with operational standards; and provide guidance to dealerships on maintaining compliance standards as specified by distributor.
- Support training sessions to dealership staff on DOS and best practices in areas such as customer service, sales digitalization processes, and brand representation

Customer Satisfaction and Experience Improvement:

- Ensure that dealerships deliver a consistently high level of customer service and maintain optimum brand experience.
- Plan, collaborate and execute dealer improvement plans to optimize customer satisfaction index scores to optimize customer experience.

Performance Monitoring and Reporting:

- Monitor dealer performance against key performance indicators (KPIs), such as customer satisfaction (SSI), sales effectiveness, service quality, and operational efficiency.
- Generate detailed reports on dealership performance and provide recommendations for improvement to management and dealership stakeholders.
- Analyze data and trends to identify areas of improvement and best practices within the dealer network

Human Capital Management Department

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)
Level 6, Building A, Dataran PHB, Saujana Resort, Seksyen U2
40150 Shah Alam, Selangor Darul Ehsan
Tel: 03-7680 6688 | Fax: 03-7622 2238
Website: www.mitsubishi-motors.com.my
E-mail: hr@mitsubishi-motors.com.my



Requirements:

- Degree in Business Administration/Accounting/Marketing/Customer experience or equivalent
- Minimum 3 to 5 years in related field of customer experience/process improvements
- Proven ability to conduct audits, training, and provide actionable feedback
- Excellent communication, negotiation, and problem-solving skills
- Proficient in data analysis and reporting tools
- Customer oriented and creative thinking
- Strong knowledge in automotive dealership operations in an added advantage
- Possess own transport and willing to travel

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

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