

Mitsubishi Motors Malaysia Sdn Bhd is the exclusive distributor of Mitsubishi Motors passenger and commercial cars in Malaysia. Current line-up of vehicle consists of the Lancer sedan, Triton pick-up truck, Pajero Sport, ASX SUV, Attrage eco-sedan and Mirage compact car.

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

ASSISTANT MANAGER – AFTER SALES (SERVICE QUALITY)

Responsibilities:

- To perform detail analysis based on JD Power and dealer CSI results in order to propose necessary changes to further improve Kaizen service processes at Service Center to achieve high level of customer satisfaction
- To strengthen dealer service operations through direct support in dealer service operations management , service standard and facility implementation
- To link all JD Power CSI attributes to SOPs and identify weak areas by appropriate analysis tools
- To conduct CS surveys with dealerships in order to gauge customer satisfaction levels
- Liaise and work closely with research agency, ensure timely generation and delivery of report in relation to customer engagement survey
- To handle all Kaizen initiative tasks at HQ level and evaluate dealers' Kaizen projects on monthly basis
- To develop customized survey templates for dealers to address individual weaknesses
- To implement improvement activities at dealers and analyze result to ensure dealers' performance meet customer satisfaction target

Requirements:

- Diploma / Degree in any field
- Minimum 3 years working experience in Service Operations, preferably in Automotive industry
- Pleasant personality, mature, a team player and able to work independently
- Customer oriented, positive thinking, highly committed and computer literate
- Good command in both oral and written English and Bahasa Melayu
- Willing to travel