



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 (NON-TECHNICAL TRAINER)

Training Dept

(based in Kota Damansara)

Responsible for designing, developing, and facilitating learning solutions that enhance the skills and knowledge of our non-technical dealer staff such as Service Advisor & CRE. To conduct reward program & Competition Event for Service Advisor & CRE.

Responsibilities:

1) Plan, execute & review non-Technical Training for Service Advisor & Customer Relations Executive:

- The responsibilities include developing and delivering training programs focused on soft skills, such as communication, negotiation techniques, and handling customer objections
- Ensure each training program achieves its desired target coverage
- Support e-learning development programs; creation and upload of training content, quiz/exams, database management

2) Plan, execute and review Frontliners (Service Advisors/CRE) Learning & Development Assessment Program

- Evaluate the effectiveness of overall training programs and make necessary adjustments to improve outcomes
- Conduct On-Job assessment
- Reward & Loyalty Program

3) Plan, coordinate and implement periodical related projects

- Service Manager Workshop
- Service Skills Competition
- Retreat Programs
- New Product Training

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

4) Reporting & Others

- Maintain detailed records of training activities, attendance, and participant progress
- Prepare comprehensive reports on training outcomes, including participant performance, feedback, and areas for improvement.
- Present reports to management, providing insights and recommendations to enhance training effectiveness.

Requirements:

- Bachelor's degree in education, Automotive, preferably After Sales or a related field
- Minimum of 5 years of experience as non-technical trainer related to Aftersales Automotive
- Minimum 3 years of proven experience as a non-technical trainer or a similar role
- Excellent communication, presentation, and facilitation skills
- Ability to design and deliver engaging and effective training programs for various audiences and levels
- Possess knowledge of adult learning principles, instructional design, and evaluation methods
- Proficient in using various training tools and platforms, such as Microsoft Office Teams
- Strong interpersonal, organizational, and time management skills
- Ability to work independently and collaboratively with team members
- Willingness to travel and work flexible hours as needed
- Proficient in English & Bahasa Malaysia including written and verbal communication
- Pleasant personality, good team player & able to work independently
- Certification in sales training, coaching and preferably in related field

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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