



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:

HEAD OF DEPARTMENT

Customer Relations Dept

(based in Shah Alam)

The Head of Department (HOD) for Customer Relations is responsible for leading and managing the department to ensure exceptional customer service and satisfaction. This role involves strategic planning, team leadership, and continuous improvement of customer-related processes. The HOD will work closely with other departments to align customer strategies with overall business objectives.

Responsibilities:

- **Leadership and Management (20%)**
 - Lead and manage the Customer Support, Customer Success, and Customer Experience teams.
 - Develop and implement departmental strategies and goals.
 - Foster a customer-centric culture within the department.
- **Customer Support (15%)**
 - Oversee the Customer Support team to ensure efficient handling of customer inquiries and issues.
 - Implement and monitor key performance indicators (KPIs) to measure effectiveness.
 - Ensure timely and accurate assistance through the Customer Careline.
- **Customer Success (15%)**
 - Develop and execute strategies to enhance customer success and retention.
 - Collaborate with stakeholders to ensure customers achieve their desired outcomes.
 - Monitor customer health metrics and proactively address potential issues.
- **Customer Experience (15%)**
 - Design and implement initiatives to improve the overall customer experience.
 - Gather and analyse customer feedback to identify areas for improvement.
 - Work with sales, after sales, marketing, and product teams to ensure a seamless customer journey.
- **Strategic Planning (15%)**
 - Develop and manage the departmental budget.
 - Identify and implement process improvements to enhance efficiency and customer satisfaction.
 - Stay updated on industry trends and best practices to drive innovation.

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
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- **Team Development (20%)**

- Recruit, train, and mentor team members to build a high-performing department.
- Conduct regular performance reviews and provide constructive feedback.
- Promote professional development and continuous learning within the team.

Requirements:

- Minimum bachelor's degree in business administration, Marketing, or a related field.
- Minimum of 5 years in customer support, customer success, or customer experience roles.
- Minimum 3 years of experience in a leadership role, effectively managing and motivating teams to achieve high performance and customer satisfaction.
- Proficiency in data analysis tools and software (e.g., Excel, Power BI, Power Point, CDP, DMS or similar).
- Strong customer-centric mindset, with a focus on understanding and meeting customer need.
- Passion to facilitate resolution of problems and alleviate conflicts tactfully.
- Strong organizational and time management skills.
- Strong character in leadership and mentorship.
- Ability to work collaboratively across departments.
- Adaptability and Flexibility.
- Good communication skills and presentation skills must be able to converse fluently in English and Bahasa Malaysia.

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