



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:

MANAGER (PRICING) – NEW PROJECTS (CONTRACT) (based in Shah Alam)

The purpose for the role is being responsible for overseeing used car business operations and pricing management.

Responsibilities:

Pricing and Evaluation

- Analyze and determine the value of vehicles accurately
- Ensure that purchased vehicles can be resold at a profit and allocated to Retail with profitability
- Provide competitive pricing based on accurate information from inquiries
- Identify cars accurately by brand, model, variant, and model changes (inspection)
- Gather information on the new car market, including stock availability, discounts, and news about model changes
- Study and analyze trends in the used car market

Team Supervision and Support

- Lead, motivate, and support a team of inspectors & retail to achieve individual and team sales targets
- Monitor team performance and provide regular feedback
- Conduct regular team meetings to discuss performance, share updates, and address any issues

Sales and Customer Service

- Develop and implement strategies to maximize sales and customer satisfaction
- Handle escalated customer calls and resolve issues promptly
- Ensure the team follows a customer-centric approach and adheres to the highest standards of customer service

Training and Development

- Conduct training sessions for new hires (on existing process flow) and ongoing training for existing team members
- Identify skill gaps and provide targeted coaching to improve performance
- Keep the team updated with new product information, sales techniques, and industry trends

Human Capital Management Department

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)
Level 6, Building A, Dataran PHB, Saujana Resort, Seksyen U2
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Reporting and Analysis

- Track and analyze key performance metrics, such as call volume, conversion rates, and sales figures
- Prepare and present regular reports to management on team performance and areas for improvement
- Use data to identify trends and develop strategies to enhance team effectiveness

Process Improvement

- Develop, monitor and enforce the SOP for the processes within the used car department
- Collaborate with other departments to streamline processes and improve overall business operations.

Compliance and Quality Assurance

- Ensure the team adheres to all company policies, industry regulations, and quality standards
- Conduct regular call monitoring and quality assessments
- Address any compliance issues promptly and implement corrective actions

Requirements:

- Minimum bachelor's degree in Business Administration, Marketing, Automotive Management, or related field
- Minimum 5 years' experience in Automotive Industry specifically in the used car market
- Familiar with new car market supplies, offer, discount factor will be an added advantage
- At least 2 years in a supervisory or team lead role with strong leadership and motivational skills
- Ability to analyze data, manage multiple priorities and make strategic decisions within fast paced environments
- Excellent communication and interpersonal skills

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