



## PR/158171 | Customer Support Executive II - Aviation Industry

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1505463

**Industry**

Railway, Airline, Other Transport

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**COMPANY OVERVIEW**

A leading company that specializes in the manufacturing, repairing, and assembling of components for civil aircraft turbine engines are looking for Customer Support Executive II based at Kuala Lumpur. They are dedicated to providing high-quality parts and services to ensure the safety and efficiency of aircraft operations. With a strong focus on customer satisfaction, they offer comprehensive support and solutions tailored to meet the needs of their clients in the aviation industry.

**JOB RESPONSIBILITIES**

- Manage key accounts for assigned customers.
- Handle all customer correspondence.
- Investigate and resolve customer issues.
- Monitor Turn Around Time (TAT) and On Time Delivery (OTD).

- Escalate important issues to management in emergencies.
- Maintain customer visit reports.
- Respond promptly to customer inquiries and complaints.
- Obtain and evaluate information to handle inquiries and complaints.
- Perform customer verifications.
- Direct unresolved issues to the appropriate resource.
- Record details of inquiries, comments, complaints, and actions taken.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions.
- Manage set management, including scrap replacement and gap management.
- Send weekly and inspection reports to customers.
- Assist with logistics and forwarding issues on airfoil parts.
- Prepare statistical data on TAT performance, OTD, and customer complaints.

#### **JOB REQUIREMENTS**

- Minimum Degree in Business Studies or equivalent.
- At least 4 years of experience in administration.
- Proficiency in Microsoft Word, Excel, and PowerPoint.
- Excellent verbal and written communication skills in English and Bahasa Malaysia.
- Customer-oriented, dynamic, self-motivated, and good planning skills.
- Strong interpersonal, communication, and time management skills.
- Strong analytical and problem-solving abilities.
- Systematic, organized, and a good team player.
- Ability to work independently and maintain confidentiality.

#### **BENEFITS**

- Allowance
- Yearly Bonus
- Quarterly KPI Bonus
- Medical Benefits
- Free Lunch Provided.
- Statutory benefits.

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Company Description