



PR/116325 | Service Manager

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1510203

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

December 11th, 2024 18:23

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

Position: SERVICE OPERATION MANAGER

Industry: PROCESSING MACHINE PRODUCTS

Salary: 100,000 – 120,000 THB / Month

Location: Bangkok

Job Summary: We are seeking a highly skilled and experienced Service Operation Manager with a background in food processing. The ideal candidate will be responsible for overseeing the daily operations of our service department, ensuring efficient and high-quality service delivery. This role requires strong leadership, excellent organizational skills, and a deep understanding of food processing operations.

Key Responsibilities:

- Oversee and manage the daily operations of the service department.

- Ensure compliance with food safety and quality standards.
- Develop and implement operational policies and procedures.
- Coordinate with various departments to ensure seamless service delivery.
- Manage and train service staff, fostering a culture of continuous improvement.
- Monitor and analyze service performance metrics, implementing improvements as needed.
- Handle customer inquiries and complaints, ensuring timely and effective resolution.
- Maintain and manage service budgets, optimizing costs without compromising quality.
- Ensure compliance with all relevant health and safety regulations.
- Collaborate with the production team to ensure alignment of service and production goals.

Qualifications:

- Bachelor's degree in Food Science, Industrial Engineering, or a related field.
- Minimum of 5 years of experience in a service management role within the food processing industry.
- Strong knowledge of food safety regulations and quality control standards.
- Proven leadership and team management skills.
- Excellent communication and interpersonal skills.
- Strong problem-solving and decision-making abilities.
- Ability to work under pressure and manage multiple tasks simultaneously.
- Proficiency in using service management software and tools.

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Company Description