



PR/122441 | National Service Manager

Job Information

Recruiter

JAC Recruitment Indonesia

Job ID

1512099

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

December 24th, 2024 10:25

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

Job Description :

1. Responsible to all operation of Service Network in Indonesia, direct and indirect channel
2. Monitor and evaluation of the quality and operation of Service Center based upon Customer Satisfaction Index
3. Ensure the effectiveness activity in Service Center in accordance with SOP
4. Management VOC & VOD and countermeasure program activities
5. Able to handle several project at the same time, inter and intra Departments.

Qualifications :

1. Bachelor's Degree from Engineering, Statistic major or equivalent.
2. Experience at least 5 years in customer service management, preferred from electronic company.
3. Have a background leading a number of teams in order to achieve an organization target
4. Acquired good understanding of Service, strong team worker and collaborative behavior
5. English Proficient (written & verbal) and familiar with MS Office application
6. Have good communication skill, negotiation skill fast learner, reporting & presentation.

Company Description