



PR/158092 | Regional Key Account Manager (Wood Based Panels)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1512365

Industry

Other (Trade)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

March 5th, 2025 08:00

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

We are seeking a dynamic **Customer Support & Key Account Manager** to join our client, a world-leading manufacturer in the wood-based panel industry. This role involves managing and overseeing spare parts sales activities in the service region.

Location to work: Petaling Jaya

Job Responsibilities:

- Proactively visit customer sites across ASEAN to build relationships and promote services and spare parts.
- Develop direct relationships with customers through interactions and personal visits.
- Provide technical and commercial consultations to customers regarding service and spare parts.
- Analyze spare parts sales data and support the development of new strategies to improve business.
- Supervise and guide members of the spare parts and service department, including service coordinators, logistics coordinators, administrative coordinators, field service technical specialists, and engineering support personnel.

- Act as the Key Account Manager (KAM) for regional clients, building and maintaining strong relationships.
- Monitor and oversee spare parts related to our client's products while working closely with a team to achieve sales and customer satisfaction KPIs
- Conduct customer visits to address concerns and gather feedback.
- Drive upselling and new business development within existing accounts.
- Travel approximately 40% to 50% of the time to locations including Thailand, Vietnam, India, Indonesia, and Pakistan.
- Participate in training in Germany to enhance product knowledge and technical skills.

Job Requirements:

- Degree in industrial engineering or a technician with additional commercial training.
- **Minimum of 5 years of experience in the machine and plant industry, including customer collaboration.**
- Strong customer service orientation with a proactive attitude.
- Technical understanding and ability to interpret drawings and Bills of Materials (BoM).
- Strong verbal and written communication skills, particularly in a technical context.
- **Experience in the wood-based panel industry (production, maintenance, quality).**
- **Previous experience as a Key Account Manager or in a similar sales role.**
- Excellent communication skills in both Malay and English.
- Ability to build and maintain relationships with clients across various regions.
- **Willingness to travel frequently for client meetings and training.**
- **Strong presentation skills**

#Customersupportmanager
#KeyAccountManager
#Salesrole
#Woodbasedpanelindustry
#Customerservice
#Businessdevelopment
#LI-JACMY

Company Description