



PR/158171 | Customer Support Executive II - Aviation Industry

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1512510

Industry

Railway, Airline, Other Transport

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

January 22nd, 2025 14:00

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

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