



PR/158604 | Service Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1522277

Industry

Industrial Facilities

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

February 18th, 2025 12:39

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

Our client is a leading global provider of high-quality automotive tools and equipment. They are currently looking a motivated and experienced **Service Manager** to managing and improving the operation of Authorized Services Centers (ASC) and Factory Service Centers (FSC) nationwide.

Location to work: Subang Jaya, Selangor

Responsibilities:-

- To manage, handle, educate and improve entire topic of Authorized Service Centers (ASC) nationwide.
- To manage, supervise, educate, repairing and improve entire operation of Factory Service Centers (FSC).
- To repair tools and returning to customer within 48 hours.
- To build a strong service team that provide professional service to assist customer on technical consultation and technical troubleshooting of any Makita tools.
- Maintain expand ASCs network nationwide and build good relationship with customers, ASCs and Dealers.
- Consistently sensitive about after-sales service issue and upgrade the level of service from time to time by visiting ASCs and dealers.

- To improve competency level of ASCs by providing necessary training and make sure all ASCs understand their obligation of being Makita ASC
- To assess ASC and filling in the gap in servicing.
- To understand the user's usage or application when receiving their tools for repairing, then propose to BD team to visit them by recommending them to change to better products.
- Plan and propose spare parts inventory level that enough to avoid issue of insufficient spare parts including new products.
- To manage all warranty claims and assist customer service upon customer feedback and complaints.
- To prepare FSC monthly report of all the repair tools in the service center on every first working day of the month.
- To prepare monthly report of all the repair tools including SIRIM and WH97 tools in the service center each 3rd of the month.
- Develop, plan, and implement continuous process improvements in labor efficiency, labor utilization, and total operating costs.
- To review labour pricing for repairing.
- To review price adjustment for spare parts.
- To review engineering change for tools and make spare parts suggestion.
- SIRIM rework and write-off in stock adjustment form if any spare part broken.
- To meet 5S of working place.
- To cooperate with other departments for smooth functioning of the organization.
- To assist in repairing and maintain the company assets and property when necessary.
- Others ad-hoc duties will be assigned from time to time when and as necessary by the superior.

Requirements:-

- Candidate must possess at least Diploma, Bachelor's Degree in Mechanical Engineering or any other related fields.
- Minimum five (5) years of working experience in service repairing and team management skill.
- Experience in power tools repair is an added advantage.
- Possess a strategic mind set with high level of integrity, ethics and results driven.
- Excellent analytical, problem solving, interpersonal and communication skills.
- Excellent participatory management skills, effective team-builder with high accountability for his/her actions.
- Required skills: Microsoft Power Point, Words & Excel.
- Required language: English, Bahasa Malaysia

Company Description