



PR/109088 | AM Service Engineer

Job Information

Recruiter

JAC Recruitment India

Job ID

1522335

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

February 18th, 2025 12:42

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 Responsibilities:

- Dealer Support: Provide technical support and guidance to assigned dealers to ensure timely and effective resolution of service-related issues.
- Service Operations: Oversee and manage after-sales service activities, including maintenance, repairs, and warranty claims, to ensure compliance with company standards and policies.
- Training and Development: Conduct training sessions for dealer service staff on technical aspects, service procedures, and best practices to enhance their skills and knowledge.
- Customer Satisfaction: Monitor and improve customer satisfaction levels by addressing service-related complaints and feedback promptly and effectively.
- Quality Assurance: Implement and maintain quality control measures to ensure high standards of service delivery and product performance.

- Reporting and Documentation: Prepare and maintain accurate records of service activities, dealer performance, and customer feedback for analysis and reporting purposes.
- Field Visits: Conduct regular visits to dealer locations to assess service operations, provide on-site support, and ensure adherence to company guidelines.
- Continuous Improvement: Identify areas for improvement in service processes and implement corrective actions to enhance efficiency and effectiveness

Company Description