



## PR/158171 | Customer Support Executive II - Aviation Industry

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントマレーシア

#### 求人ID

1505463

#### 業種

鉄道・航空・その他旅客輸送サービス

#### 雇用形態

正社員

#### 勤務地

マレーシア

#### 給与

経験考慮の上、応相談

#### 更新日

2024年11月19日 11:37

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### 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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会社説明