

Mitsubishi Motors Malaysia Sdn Bhd, a joint-venture between Mitsubishi Corporation (Japan) and Edaran Otomobil Nasional Berhad (EON), is the distributor responsible for the import, assembly, sales and after-sales service of Mitsubishi Motors' vehicles and spare parts in Malaysia.

We invite suitable talented individuals who are result-oriented, fast-paced, committed, mature and can work as a team to join us as:

Executive – Customer Relations

Responsibilities:

- Attend to customers via all contact channels, i.e. phone, email, letter and etc
- Coordinate customer feedback and complaints in order for the respective department to undertake actions and ensure the matters are resolved
- Liaise with internal and external parties i.e. dealer, call centre, financial sector, service providers and sales in assisting customer needs
- Analyze current customer complaint & needs
- Maintain proper records on complaints and provide research & findings
- Generate progress and countermeasure reports for management review

Requirements:

- Degree/ Diploma in Business/ Mass Communication/ Mechanical Engineering or any related field
- Minimum 2 years of working experience in customer service
- Knowledge of the automotive industry and technical information
- Customer focus, result-oriented, good time management, excellent interpersonal and communication skills to respond to customer requirements
- Good command in oral/ written English and Bahasa Malaysia
- Able to work independently with minimum supervision
- Analytic, organised, meticulous and computer literate

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications and experience, current and expected salary together with a recent passport-sized photograph to:

Human Resources Department

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