



## PR/159278 | Learning and Development coordinator

### Job Information

**Recruiter**
[JAC Recruitment Malaysia](#)
**Job ID**

1548255

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

August 6th, 2025 11:00

### 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 global omnichannel retailer seeks a Learning and Development Coordinator to train new and promoted retail PICs, manage the Supervisor Development Programme, support retail operations, maintain training records, and collaborate with managers. The role includes identifying trainer stores, supporting new store openings, developing the company E-Learning platform, and updating training resources.

#### JOB RESPONSIBILITIES:

- Induct and train new and promoted retail PICs on company policies and procedures through tailored training plans and management courses.
- Follow up with trained PICs to confirm their understanding of company policies and procedures.
- Manage the Supervisor Development Programme to ensure proper induction into new roles.
- Support retail operations to deliver higher levels of customer service and provide action plans for underperforming stores.

- Maintain accurate training records on a monthly basis.
- Collaborate with In-Country Managers and Area Managers to address specific training issues.
- Build successful working relationships with head office personnel.
- Identify trainer stores to welcome and train new team members and retail PICs.
- Support new store openings, including recruitment, training, team inductions, and retail support.
- Develop and manage the JD E-Learning platform to meet training and reporting needs.
- Ensure training resources are up to date, including the JD Intranet.
- Support retail during peak trade periods to achieve targets.

#### JOB REQUIREMENTS

- Bachelor's degree qualification
- Proficiency in written and spoken English.
- Willingness to travel across SEA.
- Preferably from the retail industry with strong expertise in delivering customer service training.
- High standards of conduct, performance, and reliability.
- Strong organizational skills.
- Professional demeanor with drive and enthusiasm.
- Effective communication at all levels.
- Familiarity with Office applications (Word, Excel, PowerPoint) is advantageous but not necessary as training will be provided.

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