



## PR/159473 | Claim Executive ( Automotive parts)

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1555417

**Industry**

Automobile and Parts

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

August 19th, 2025 10:19

### 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 Profile:**

Our client is a global leader in automotive technology, driving innovation in mobility solutions like electrification, thermal systems, and smart electronics.

**Job Summary:**

Responsible for managing customer claims by verifying issues on-site, coordinating with plant teams for investigations and reports, and ensuring timely communication and resolution. This role also involves negotiating with customers and supporting quality-related activities to meet deadlines and maintain satisfaction.

**Job Responsibilities:**

- Handle customer complaints and inline claims with timely inspections, corrective actions, and reporting.

- Collaborate with OGC and internal teams to improve pass-through product quality and share performance data.
- Respond to customer issues on the same day and monitor new product quality for the first three months.
- Prepare and submit monthly quality reports to sales management.
- Support internal and external audits and track customer feedback.
- Investigate quality issues and propose effective countermeasures.
- Ensure compliance with company-wide KPIs (training, overtime, suggestions, etc.).

#### **Job Requirements**

- Bachelor's Degree in Engineering, Business Administration, or a related field.
- Minimum 5 years of experience in the automotive industry or a similar role.
- Strong experience in handling inline claims and customer complaints.
- Skilled in data analysis and reporting.
- Proficient in Microsoft Office (Excel, Word, PowerPoint).
- Excellent decision-making, teamwork, and problem-solving abilities.
- Strong communication and negotiation skills.

#LI-JACMY

#countrymalaysia

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#### **Company Description**