



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

January 7th, 2026 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

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

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description