



PR/119186 | AFTER-SALES SERVICE OPERATIONS MANAGER

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1580445

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

March 17th, 2026 05:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position Overview

The Operations Manager will oversee the full after-sales service cycle, including Customer Service, Service Operations, and Spare Parts Management. This role is responsible for ensuring high service quality, operational efficiency, and excellent customer satisfaction by leading cross-functional teams and improving end-to-end processes.

Key Responsibilities

- Lead and oversee all after-sales functions, including Customer Service, Service Operations, and Spare Parts.
- Manage day-to-day service activities, including job assignment, service scheduling, and quality control.
- Ensure spare parts availability through effective inventory planning, forecasting, and stock management.
- Drive customer satisfaction by improving response times, service quality, and issue resolution processes.
- Monitor and analyze KPIs across service, customer support, and parts operations to identify improvement

opportunities.

- Implement operational standards aligned with safety, regulatory, and ISO requirements.
- Develop and execute strategies to increase after-sales efficiency and revenue (service jobs, parts sales, campaigns).
- Collaborate with cross-functional departments to support customer needs and business goals.
- Lead, coach, and develop teams to enhance technical skills, service mindset, and team performance.
- Prepare reports and provide insights to senior management on service operations, performance, and improvement plans.

Qualifications

- Bachelor's degree in Engineering, Business Administration, or related fields.
- 8–12 years of experience in after-sales service or service operations roles.
- Strong leadership experience managing service teams and technical professionals.
- Knowledge of service processes, spare parts management, and customer service systems.
- Understanding of safety and compliance standards (ISO experience is a plus).
- Excellent communication, problem-solving, and decision-making skills.
- Proficiency in Thai and good command of English.

#LI-JACTH

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Company Description