



PR/097480 | Aftersales Business Development Executive - Engineering (Engines)

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1607196

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 04:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Title: Aftersales Business Development Executive - Engineering (Engines)

Location: Singapore

Your New Company A leading industrial solutions provider with a strong international distribution network is seeking an Aftersales Business Development Executive to strengthen its aftersales operations and dealer support capabilities across regional markets. The business is committed to delivering high levels of service excellence, operational efficiency, and customer satisfaction through strong dealer partnerships and continuous improvement initiatives.

Your New Role As an Aftersales Business Development Executive, you will play a key role in supporting regional dealer networks, driving aftersales performance, and enhancing customer experience across multiple markets.

You will work closely with dealers and internal stakeholders to improve aftersales operations, monitor performance metrics, support service initiatives, and identify opportunities to strengthen dealer engagement and operational effectiveness. This role offers a combination of business development, dealer management, operational coordination, and process improvement responsibilities.

Key Responsibilities 1. Dealer Relationship Management & Business Support

- Support the implementation of regional aftersales initiatives and performance improvement programs.
- Build and maintain strong relationships with dealer partners to enhance service quality and customer satisfaction.
- Manage aftersales agreements and ensure compliance with company policies and service standards.
- Gather dealer feedback, identify market trends, and recommend improvement opportunities.

2. Aftersales Operations & Service Excellence

- Act as a key liaison between dealers and internal departments to resolve aftersales issues and service requests.
- Coordinate with technical, sales, parts, procurement, and other support teams to ensure timely issue resolution.
- Monitor service performance, warranty cases, spare parts support, and dealer service standards.
- Support regional dealer visits, audits, training programs, product launches, and service activities.

3. Process Improvement & Operational Excellence

- Review existing aftersales processes and recommend improvements to enhance efficiency and customer experience.
- Develop and maintain standard operating procedures, work instructions, and related documentation.
- Identify process bottlenecks and drive corrective and preventive actions.
- Participate in digitalization and automation projects to improve operational performance.

4. Reporting & Performance Analysis

- Maintain aftersales records, KPI dashboards, and management reports.
- Analyze service and operational performance data to provide actionable recommendations.
- Prepare presentations, reports, and updates for management and internal stakeholders.

5. Administrative & Project Support

- Support departmental budgeting, audits, compliance requirements, and documentation control.
- Coordinate dealer meetings, workshops, training sessions, and special projects.
- Assist with ad-hoc assignments and cross-functional initiatives as required.

Qualifications

- Diploma or Degree in Engineering or a related technical discipline.
- Minimum 2 years of experience in aftersales operations, dealer management, technical support, customer service, or a related function.
- Experience working with dealer networks, distributors, or regional partners is highly preferred.

- Exposure to industrial equipment, machinery, engineering, power generation, or technical products is advantageous.
- Strong communication, stakeholder management, and presentation skills.
- Proficient in Microsoft Office, particularly Excel and PowerPoint.
- Analytical mindset with the ability to identify opportunities for operational improvement.
- Independent, proactive, and able to work effectively across different functions and cultures.
- Willingness to travel regionally on a regular basis.

Ready to Take the Next Step?

Interested applicants, please click **APPLY NOW** for a confidential chat.

Do note that we will only be in touch if your application is shortlisted.

Chen Pinru
JAC Recruitment Pte Ltd
EA License Number: 90C3026
EA Personnel: R25130085

#LI-JACSG

#countrysingapore

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Company Description