

PR/161345 | Service Manager - Heavy Equiment / Construction Machinery

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1623331

Industry
Automobile and Parts

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 10:17

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

We are looking for an experienced **Service Manager** to lead our client service operations in Kota Kinabalu. The successful candidate will manage the service team, improve workshop and field service performance, and ensure timely technical support for customers.

Location to work: Kota Kinabalu, Sabah

Job Responsibilities: -

- Lead daily workshop and field service operations, including manpower planning, job scheduling and technician deployment.
- Manage servicing, troubleshooting and repair of excavators and other construction machinery.
- Monitor repair turnaround time and service quality to minimise equipment downtime.
- Guide technicians on complex mechanical, hydraulic, electrical and electronic faults.

- Handle customer enquiries, service complaints and technical issues professionally.
- Review service quotations, repair recommendations and warranty claims in accordance with company procedures.
- Coordinate with the parts team to ensure timely availability of spare parts.
- Manage service revenue, operating costs and workshop productivity to achieve departmental targets.
- Develop preventive maintenance programmes and promote service contracts.
- Coach and develop technicians through technical training and performance reviews.
- Ensure compliance with workplace safety requirements and proper use of tools and equipment.
- Prepare regular reports on service performance, outstanding jobs, customer issues and improvement plans.
- Work closely with sales and parts teams to support customers and identify aftermarket business opportunities.
- Travel to customer sites across Sabah as required.

Job Requirements: -

- Diploma or Degree in Mechanical Engineering, Automotive Engineering, Heavy Equipment Engineering or a related discipline.
- Minimum 7 years of experience in servicing heavy equipment or construction machinery, including at least 3 years in a supervisory or managerial role.
- Strong hands-on knowledge of excavators, diesel engines, hydraulic systems and electrical troubleshooting.
- Experience managing both workshop technicians and field service teams.
- Proven ability to manage service operations, improve productivity and maintain customer satisfaction.
- Commercial awareness, with experience handling service budgets, quotations, warranty matters and departmental KPIs.
- Strong leadership, problem-solving and communication skills.
- Proficient in Mandarin, English and Bahasa Malaysia.
- Comfortable using service reporting systems and Microsoft Office.
- Possess a valid driving licence and be willing to travel to remote customer sites.
- Experience supporting construction, plantation, quarry or logging customers would be an advantage.

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Company Description