



PR/159473 | Claim Executive (Automotive parts)

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント マレーシア

求人ID

1555417

業種

自動車・自動車部品

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2025年09月16日 07:00

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

無し

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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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会社説明