



## PR/119186 | AFTER-SALES SERVICE OPERATIONS MANAGER

### 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タイランド

#### 求人ID

1580445

#### 業種

その他（メーカー）

#### 雇用形態

正社員

#### 勤務地

タイ

#### 給与

経験考慮の上、応相談

#### 更新日

2026年03月17日 05:00

### 応募必要条件

#### 職務経験

10年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

日常会話レベル

#### 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

#### 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

#citybangkok

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会社説明