

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

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
1623331

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
2026年11月17日 10:17

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

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

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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#Countrymalaysia
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会社説明