



Service Center Manager

Marco Corporation (M) Sdn Bhd

JOB DESCRIPTION

Responsibilities:

- Manage the customer service team of the **After Sales Service cum Repair Center** for Timepiece, Calculator & Electronic Musical Instrument)
- To ensure company's turnaround time for service/repair is met.
- Oversee the customer service assistant in the After Sales Service Center to ensure smooth and efficient operation.
- To ensure customers' orders, repair/service items, complaints and collection are promptly attended to and resolved timely.
- Provide customer with product with product and service information.
- Ensure that enquiries and complaints are monitored, dispatched and resolved within timeline.
- To assist in preparation of reports claims for monthly update and management meeting purposes.

Requirements:

- Minimum SPM / STPM/ Diploma/ Degree or equivalent.
- Minimum 2 years of working experience preferably in Service & Repair Center environment.
- Computer literate & familiar with Microsoft Office application.
- Independent and experience in managing a team.
- Good communication & interpersonal skills.
- Confident and tactful in handling customer enquiries or complaint.
- Able to communicate and write in English, Bahasa Malaysia and Mandarin will be an added advantage.