

Assistant After-Sales Service Manager



Company description:

M9 Public Co., Ltd.'s 21st Century Vision is "To be the best distributor for promoting customer living standards by offering high quality and modern products, together with great customer service, and the commitment to building the knowledge of all staff."

Previously, our company focus mainly on Mobile Phones and Consumer Electronics, importing, retailing and distribution spread out through the whole country.

M9 Public Co., Ltd. was established with the great purpose in 2012, started with the great partners who share the same passion in Electronics and Mobile industry, across the whole country.

Job description

- ❖ Be responsible for customers and dealers' satisfaction
- ❖ Be responsible for Haier ASS (After-sales service) management
- ❖ Be responsible for Haier ASS (After-sales service) spare part management
- ❖ Be responsible for Haier ASC (Authorized service center, 3rd- party ASS partner) network development
- ❖ National ASC network management
- ❖ Spare parts supplying on time
- ❖ ASC workorder evaluation & expense payment
- ❖ ASC policy making & updating
- ❖ Organize ASC technical training
- ❖ Damaged product management
- ❖ Customer service satisfaction survey
- ❖ Daily\Weekly\Quarterly\Yearly report

Desired Skills and Expertise

- ❖ Education: Bachelor degree or above
- ❖ Major Subject: Science\Engineering or related subject
- ❖ Experience: 5 -8 Years after-sales service experience in Home Electrical Appliances industry

Language skills

- ❖ Myanmar and English

Work location

- ❖ State/District: Yangon (Rangoon)

More information

- ❖ Job Category: Sales & Business Development jobs
- ❖ Company Industry: Trading/Distribution
- ❖ Employment Type: Other
- ❖ Full time: YES