

Technical Admin Support Executive

Responsibility :

- a) To assist in the overall administrative works, correspondences and recording of customer enquiries & complaints for the Technical department.
- b) To ensure filing system are in order with proper references, dates, proper indexing and stored systematically based on retention period. To ensure all records are easily retrieved for reference and audit.
- c) To monitor equipment repair status, jobsheet status, maintenance contract status, billing and collection status for the Technical dept. To ensure the cycle of customer service calls received until the completion of Technical works performed are satisfactory managed with records maintained.
- d) To record Technical complaints and whenever necessary, to raise NCRs for root causes and corrective actions.
- e) To raise MRP for spare parts, tools, measuring devices and PPE, and assist to raise MRW to withdraw equipment from warehouse / store for interacking and installation works.
- f) To conduct customer satisfaction survey, monitor the progress of department objectives and prepare data analysis reports for inputs to annual management review.
- g) Any other responsibilities that management may assign from time to time.

Qualification :

- a) Bachelor's Degree, Diploma or Certificate in Business Admin or any field of studies

Skills, Experience & Competency Required :

- a) At least 1 year working experience in office Administrative works preferably in Technical environment / Audio Visual industry
- b) Proficient in written and spoken English, Bahasa Malaysia and MS office software.
- c) Mature with ability to communicate effectively with people of all level.

Application procedure :

Qualified applicants are encouraged to send their official resume to hrad@avms.com.my