

Job Description

Job title

Job title: Planning and Management – Training coordinate for Japan and international market

General information

Company name	Mitsubishi Fuso Truck and Bus Corporation
Department - section	Fuso Academy – Planning & Management
Location	Kawasaki K1
Entry pay category	Based on experience

Description of the business unit and your responsibilities

FUSO Academy is the learning institution for the FUSO distribution network. As a global training provider, we ensure and improve the Sales and Customer Services (aftersales) skills of our internal and external partners. FUSO Academy thus makes a decisive contribution to our and their business by transferring key knowledge that leads to successful sales and aftersales achievements for our products.

Within this organization, our “Fuso Academy Planning and Management” team is responsible for handling administration topics for Japan and international markets.

担当職務内容(重要度の高い主な業務) / Overview of the position's duties(by importance/frequency)

Training coordination :

You are in charge of training coordination for sales and CS trainings for Japan and International markets. You are working closely with the Sales and CS trainers and will assist our Fuso Academy training execution.

You also communicate with dealerships throughout Japan, distributors in the world and external vendors to schedule and conduct trainings.

- Align training schedule with Sales and CS training team and update Learning Management System (LMS)
- Communication with training coordinators for training schedule, tracking and follow up to increase participation rate for each training course
- Organize Newsletters and Training coordinator meetings to build strong relationship

Learning Management System (LMS) implementation & operation

In order to arrange trainings and communicate to training coordinators in Sales and CS network, you will use LMS fully to its full extend. You are in charge of :

- Update and manage HR and organization data
- Upload training course offers
- Adjust training courses and enrollments
- Update and check eLearnings and eTests
- Enroll eLearnings and eTests participants etc.

You will also support implementation of the new LMS in our global environments

Process improvement, standardization and digitalization

Permanent review and improvement of our training process is also part of your job profile

- Creation of process flow charts, manuals and templates
- Explore and define topics for improvement including RPA (Robotic Automation Process) implementation

- Full alignment with every involved teams about process maps.

Other tasks:

You are responsible to perform necessary project work as and when assigned;

- Several projects on time to time basis
e.g. Digitalization projects in Fuso Academy, Renovation project of the 5 domestic training centers, Knowledge test for domestic dealership staffs
- Sales / CS training events for Japan & international markets
- Key account requirement between all domestic training teams
- Departmental administration tasks
e.g. Budget management, Facility & Equipment management

グローバル要素(海外や外国人との業務頻度、関わり)/Global element (Frequency of involvement with foreign countries and foreigners)

Mitsubishi Fuso Truck and Bus Corporation (MFTBC) is one of Asia's leading commercial vehicle manufacturers. At MFTBC, everyone – no matter where they work – is in contact with international colleagues and therefore exposed to new perspectives. Combining Japanese tradition with the global power of Daimler, Mitsubishi Fuso provides unparalleled experience in a world leading company. Fuso Academy's rapid expansion into international regions is still ongoing, wherefore your position and interactions will mainly be on a domestic level. Nevertheless, in the near future you will be in perpetually contact with internal and external business partners from all over the world on a daily basis.

Staff structure & internationality

Overall, Fuso Academy consists of about 40 persons from various countries, led by a German Senior Manager. Within this organization, the "Planning and Management" team currently consists of 7 positions whereof 6 positions are occupied - 1 manager and 6 team members.

Employment benefits

- Fully flexible working time (no core time)
- Work-at-home policy
- Social support (allowance system)
- Property accumulation savings
- Reemployment system
- Health care
- FUSO Welfare
- Discounts for employees
- Canteen for employees
- Various holidays scheme

Requirements

Language skills

- Business level proficiency in Japanese (written & spoken)
- Business level proficiency in English skills (written & spoken)

Necessary qualifications

- Open, creative mindset and analytical thinking skills are mandatory
- Excellent knowledge of Microsoft Outlook, Word, Excel, Access and Power Point
- Appropriate prioritization of tasks
- Flexibility and possessing the ability to handle changes on a short notice within given deadlines
- Excellent soft skills to communicate with training coordinators in Japan & international markets
- High customer orientation

Required special skills/knowledge

- Experience in automotive industry
- Background of working in the commercial vehicle industry's for at least two years beneficial
- Experience of administration jobs in MFTBC
- Project management experience

Preferred characteristics/personality

We are looking for a highly motivated, confident and cooperative individual with a “can do” attitude who feels comfortable in a challenging environment, is willing to take ownership and able to not only induce but also steer and enhance change!