



Date: 6<sup>th</sup> January 2020

### Job Description

#### **Sales & driver training Japan, FUSO Academy, Mitsubishi Fuso Truck & Bus Corporation**



FUSO Academy is the learning institution of the Mitsubishi FUSO distribution network. As a global training provider, we ensure and improve the sales and customer service (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 Sales & Driver Training Japan” team is responsible for the Japanese market and is handling topics related to sales and aftersales, including ensuring the skill enhancement of our trainers and e-learning programs. This means a lot of room for own innovative ideas and real world experience in projects which reach thousands of users and business partners on a global scale.

Are you ready join us for your unique internship experience in Japan and to move our world of training?

#### **Main Task 1      Media design**

- ✓ Editing videos for marketing, product information and sales training related contents
- ✓ Assist in concept creations for marketing initiatives related to Sales & Customer Service trainings
- ✓ Assist in photo & video shootings
- ✓ Assist in designing information & marketing material related to training

#### **Main Task 2      Concept creation**

- ✓ Assist our training specialists in concept creation for product, driver, sales & aftersales related training
- ✓ Contribute to Fuso Academy’s perception and structure of training by creating your own creative approaches towards “modern training” and “new teaching methods”
- ✓ Develop new methods and implement improvement initiatives for feedback gathering, training audits and trainer assessments that ultimately target an enhancement of customer relationships and therefore an increase of overall customer satisfaction



**Main Task 3 Process mapping and Kaizen implementation**

- ✓ Assist department manager to setup and conduct kaizen workshops
- ✓ Assist in process mapping workshops and material creation

**Other Task**

- ✓ **Operational: PPT creation for training related contents**
- ✓ **Operational: Reporting**

**Interested? We're looking for the following skills:**

**Specialized knowledge:**

- Basic Adobe CC skills (mainly InDesign, illustrator, Photoshop)
- Excellent Microsoft Office skills (mainly Word, Outlook, Excel and PowerPoint)

**Preferred language abilities:**

- Japanese JLPT N2 level or higher
- Conversational English skills beneficial

**Preferred skills:**

- Strong teamwork skills and multicultural competencies
- Creative skills and a drive for innovative ideas related to training delivery and technology. Great ideas and proactivity are very welcome. Create your legacy!
- Strong interest in training, education, market research, media design, consulting and Kaizen related topics
- Professional working attitude

**Formal criteria**

- The applicant has to be enrolled in a university and remained as a student status during the whole internship period
- 6 months of availability preferred

Benefits and financial support according to MFTBC regulations.

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FUSO Academy (TA/SNT)

Mitsubishi Fuso Truck & Bus Corporation

三菱ふそうトラック・バス株式会社