

WANT YOUR CAREER TO MOVE FORWARD WITH TOYOTA?

CAREER POSSIBILITIES

Updated as of March 2020

	POSITION	JOB DESCRIPTION	QUALIFICATIONS
OFFICE OF THE PRESIDENT	INTERNAL AUDIT ASSOCIATE	<ul style="list-style-type: none"> ○ Conducting risk-based auditing; ○ Financial and operational report preparation; ○ Objectively review an organization's business processes; ○ Make recommendations on how to improve internal controls and governance processes. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Accountancy; ○ Must be a Certified Public Accountant; ○ Preferably with related work experience in Audit (2-3 years); ○ Strong analytical and planning skills; ○ Has good communication and presentation skills; ○ Must be willing to render overtime if needed; ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.
MARKETING (SANTA ROSA)	ACCESSORIES PLANNING ENGINEER	<ul style="list-style-type: none"> ○ Market research and product concept planning; ○ Model Life Management (MLF) project planning and control; ○ Dealer Installed Option (DIO) accessories introduction and run out planning; ○ Product benchmarking survey with competitors and aftermarket; ○ Study new market trends and product innovation; ○ Introduction and run out of accessories line up; ○ Project management. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Mechanical Engineering or Business Management; ○ Experience working in the automotive industry and/or consumer product industry is an advantage; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Excellent written and verbal communication skills; ○ Must be a car enthusiast. Interested in the automotive industry and market; ○ Willing to work on extended hours and go on official business trips; ○ Must be willing to work in Santa Rosa Laguna.
	AFTER SALES AREA OFFICER	<ul style="list-style-type: none"> ○ Supports dealerships to continuously improve operations and achieve business targets; ○ Ensure compliance to standards to achieve customer delight and improve customer retention; ○ The job entails but is not limited to: <ul style="list-style-type: none"> ● Monitoring and analysis of dealer performance based on set KPIs; ● Auditing dealership operational management; ● Reporting of monthly after-sales performance; ● Investigating Customer Service Index; ● Monitoring and implementing Dealer Business Plan; ● Certifying dealers under different business enhancement programs; ● Monitoring compliance to Safety, 5S and Body & Paint standards and requirements and periodic maintenance menu. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering, Mechanical Engineering, Business Administration or Business Management; ○ Fresh graduates/Entry level applicants with high interest in business development and automotive customer service are encouraged to apply; ○ Good communicator, willing to travel to different sites and open to working long hours. ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Required Skill(s): Data analysis, planning, project management, MS Office ○ Preferably less than 1 year experience specialized in Customer Service or equivalent. ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.

MARKETING (SANTA ROSA)

INDUSTRY ECONOMICS & GOVERNMENT AFFAIRS STAFF

- Develops positions papers on key industry issues & policy proposals for government;
- Identifies, advises & prepares measures on emerging national & regional industry issues;
- Undertakes registrations & manages pre-approval compliance under investment laws;
- Coordinates with regional offices on external affairs;
- Participates in various industry and business organizations;
- Monitors and prepares impact analysis of changes in policy and regulatory environment;
- Develops and implements regulatory compliance plan for BOI and PEZA registrations;
- The job entails but is not limited to the following responsibilities:
 - Regular policy and regulatory monitoring and risk assessment;
 - Project management;
 - Key industry issues monitoring.
 - Report preparation;
 - Annual budget preparations;
 - Research and collation of data and information for analysis.

- Must have a Bachelor's Degree in **Economics**;
- Open to fresh graduates who are highly interested in data analysis, with technical writings skills;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint) Data analysis and statistics;
- Excellent written and verbal communication skills;
- Willing to work on extended hours and go on official business trips;
- Must have a valid NBI clearance;
- Must be willing to work in **Santa Rosa Laguna**.

CUSTOMER SERVICE RETENTION & VALUE CHAIN SPECIALIST

- Project management of customer engagement activities;
- Key performance indicator development, target setting, evaluation and analysis;
- Communication plan development and management;
- Value chain activities;
- Handle short term campaigns;
- Dealer communication and visitation;
- Standardization of processes.

- Must have a Bachelor's Degree in **Industrial Engineering**;
- Experience in product introduction, marketing campaign, development and launch is an advantage;
- Proficient in Adobe Photoshop and Premiere;
- Excellent written and verbal communication skills;
- Must possess administration, planning, analytical skills and management skills;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint);
- Willing to work on extended hours and go on official business trips;
- Must have a valid NBI clearance;
- Must be willing to work in **Santa Rosa Laguna**.

PARTS PRICING SPECIALIST

- Setting price for service parts;
- Administrative support;
- Cost management indices monitoring;
- Parts operations planning;
- Price computation, registration and inquiry processing.

- Must have a Bachelor's Degree in **any Accounting related course**;
- Excellent written and verbal communication skills;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint);
- Willing to work on extended hours and go on official business trips;
- Must have a valid NBI clearance;
- Must be willing to work in **Santa Rosa Laguna**.

MARKETING (SANTA ROSA)

<p>ACCESSORIES PLANNING ENGINEER</p>	<ul style="list-style-type: none"> ○ Market research and product concept planning; ○ Model Life Management (MLF) project planning and control; ○ Dealer Installed Option (DIO) accessories introduction and run out planning; ○ Product benchmarking survey with competitors and aftermarket; ○ Study new market trends and product innovation; ○ Introduction and run out of accessories line up; ○ Project management; 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Mechanical Engineering or Business Management; ○ Experience working in the automotive industry and/or consumer product industry is an advantage; ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Willing to work on extended hours and go on official business trips; ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.
<p>DEALER OPERATIONS SUPPORT ENGINEER</p>	<ul style="list-style-type: none"> ○ Service capacity projects (per dealer assignment): <ul style="list-style-type: none"> ➤ Monitor service capacity requirements of dealerships ○ Dealer renovation activities: <ul style="list-style-type: none"> ➤ Develop workshop layout/review workshop layout ➤ Provide support and recommendations on TMP standards to existing dealers ○ New dealer construction: <ul style="list-style-type: none"> ➤ Develop workshop layout/review workshop layouts ➤ Provide support and recommendations on TMP standards to new dealers 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering or Civil Engineering; ○ Strong analytical and planning skills; ○ Excellent problem-solving skills; ○ Proficient with Auto CAD (lay outing/drafting, process evaluation, location planning); ○ Can deal with all levels of people inside and outside the organization; ○ Must be organized, and have keen eye for details; ○ Accommodating, customer-focused, and have a positive disposition ○ Relevant work experience with facilities design or in construction is an advantage; ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Willing to work on extended hours and go on official business trips; ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.
<p>PARTS LOGISTICS ENGINEER</p>	<ul style="list-style-type: none"> ○ Standardization of dealers' parts operations and processes; ○ Develop and implement kaizen activities to enhance dealers' operations; ○ Monitoring and control of dealers' inventory management; ○ Ensuring of efficient dealers' storage management and promote safety to all dealers; ○ Dealer communication and visitation; ○ Ensure Toyota dealer success program target achievement; ○ Daily monitoring and control of dealers' supply/fill rate; ○ Daily monitoring of dealers' stock month; ○ Daily activities to ensure parts and service synchronization; ○ General service and body and paint roll-out activities; ○ Daily, weekly, monthly KPI report of dealer; ○ Promote Toyota Way in dealer operations. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering; ○ Basic knowledge / experience in automotive is an advantage; ○ Strong analytical and planning skills; ○ Can deal with all levels of people inside and outside the organization; ○ Must be organized, and have keen eye for details; ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Willing to work on extended hours and go on official business trips; ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.

MARKETING (SANTA ROSA)	WARRANTY SPECIALIST	<ul style="list-style-type: none"> ○ Facilitate warranty policy implementation for product quality improvement; ○ Facilitate warranty claim application to dealer network; ○ Support dealer network on warranty operations and claim cost recovery; ○ Coordinate with Toyota HQ, Regional Affiliates and Dealer Network on warranty policies; ○ Conduct training module and refresher course for warranty administrators; ○ Implement warranty claim accuracy and cost reduction activities to dealer network. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Automotive Engineering/ Technology, Industrial Engineering, Mechanical Engineering or equivalent; ○ 1 year of working experience in the related field is an advantage ○ Has Basic or Advance Automotive Knowledge ○ Has technical report writing and presentation skills ○ Has good data analysis ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Willing to work on extended hours and go on official business trips; ○ Must have a valid NBI clearance; ○ Must be willing to work in Santa Rosa Laguna.
MARKETING (MAKATI)	FLEET MANAGEMENT SPECIALIST	<ul style="list-style-type: none"> ○ Manage corporate accounts; ○ Coordinate direct sales transactions; ○ Respond to biddings, create quotations, handle approval of subsidy claims and price packages; ○ Attend customer inquiries; ○ Handle all communications with corporate clients. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Management / Administration or equivalent; ○ Fresh graduates/Entry level applicants are welcome to apply; ○ Has at least a year of driving experience; ○ Excellent written and verbal communication skills; ○ Willing to extend beyond regular work hours (overtime, holiday, field work); ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.
MARKETING (MAKATI)	FIELD OFFICER	<ul style="list-style-type: none"> ○ In charge of Metro Manila dealers on the following: <ul style="list-style-type: none"> ➤ Ensure monthly and annual sales target achievement; ➤ Ensure Toyota Dealer Success Program target achievement; ➤ Support daily, monthly demand and supply operations of dealers; ○ Dealer communication and support; ○ Field officer training scheme. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Marketing or Economics; ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Willing to work on extended hours and go on official business trips; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.

MARKETING (MAKATI)

CUSTOMER CARE SUPPORT STAFF

- Ensures swift, sure and sincere handling of customer inquiries and concerns;
 - Conduct regular audit to dealer Customer Relations Department and key performance indicators;
 - Monitor and assist dealers in resolving customer concerns;
- Provide concerned departments timely feedback through the **Voice of the Customer (VOC)**;
 - Records and database management;
 - Preparation/document internal processes and Standard Operating Procedures;
- Promote Customer Service and complaint handling activities in the entire Toyota network;
 - Provide assistance and conduct training to dealers on complaint handling and CS-related matters.

- Must have a Bachelor's Degree in **Management, Marketing, Economics, Commerce or Operations Management**;
- Excellent written and verbal communication skills;
- Willing to extend beyond regular work hours (overtime, holiday, field work);
- Willing to go on official business trips;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint);
- Must have a valid NBI clearance;
- Must be willing to work in **Makati City**.

AREA OPERATIONS SPECIALIST

- Annual and monthly dealer sales target setting;
- Dealer sales performance management;
- Dealer/market feedback monitoring;
- Ageing units management;
- Dealer events management.

- Must have a Bachelor's Degree in **Management, Marketing or any business related course**;
- Excellent written and verbal communication skills;
- Experience in sales distribution, area or territory sales management is an advantage;
- Must possess good customer-service orientation;
- Willing to extend beyond regular work hours (overtime, holiday, field work);
- Willing to go on official business trips;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint);
- Must have a valid NBI clearance;
- Must be willing to work in **Makati City**.

VALUE CHAIN SUPPORT STAFF

- Will be part of the Value Chain Section handling the implementation and monitoring of several of TMP's programs such as Toyota Insure and Toyota Certified Used Vehicle program (TCUV);
- Planning and development of improvement activities;
- Expansion of the program to the dealer network;
- Performance management and Key Performance Indicators (KPI) monitoring.

- Must have a Bachelor's Degree in **Industrial Engineering, Management, Marketing or any business related course**;
- Excellent written and verbal communication skills;
- Willing to extend beyond regular work hours (overtime, holiday, field work);
- Willing to go on official business trips;
- Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint);
- Must have a valid NBI clearance;
- Must be willing to work in **Makati City**.

MARKETING (MAKATI)	TCUV VALUE CHAIN ASSOCIATE	<ul style="list-style-type: none"> ○ Conduct market studies and surveys; ○ Implementation and management of projects; ○ Customer Retention Program ○ Toyota Certified Used Vehicles (TCUV) Program ○ TCUV Awareness Video Development ○ Regular coordination with the dealership network and report writing. ○ Evaluation of the effectiveness of the web application and its usage. ○ Monitoring and review of Standard Operating Procedures, policies, etc. ○ Budget planning, control and management. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering, Economics or Management; ○ Fresh graduates are welcome to apply; ○ Experience in project management and/or business planning would be an advantage; ○ Highly knowledgeable in creating system flowcharts, process guides and project timelines; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint & Visio); ○ Excellent written and verbal communication skills; ○ Must have high customer focus, adaptability and innovation; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.
	PUBLIC RELATIONS & MEDIA COMMUNICATIONS ASSOCIATE	<ul style="list-style-type: none"> ○ Establishing and maintaining relationships with consumer, community, employee, and public interest groups; ○ Writing press releases, media communications, and executive speeches; ○ Planning or directing the development of programs to maintain favorable public and stakeholders' views of the organization's agenda and accomplishments; ○ Preparing and editing statements for external audiences and crisis mitigation; ○ Updating and maintaining Web content and social media accounts of the company; ○ Establishing good relations with the motoring media and the press; ○ Events and projects management. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Business Studies/Administration/Management, Marketing, and Advertising/Media, Mass Communications or equivalent; ○ Relevant work experience preferred, but not required; ○ Fresh graduates are welcome to apply; ○ Ability to think both creatively and strategically; ○ Ability to run PR campaigns that deliver measurable results and meet objectives; ○ Deadline-oriented, inquisitive, with great follow-up and reporting skills; ○ Creativity in securing coverage and buzz with traditional outlets; ○ Capable of writing speeches, articles, site content; ○ Skilled in the use of photo and video editing software; ○ Excellent written and verbal communication skills; ○ Engaging and has good interpersonal skills; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.
	DEALER TRAINING ASSOCIATE	<ul style="list-style-type: none"> ○ Conducting training for the Dealer Sales personnel (Basic Auto & Product Knowledge, Toyota Sales Process, and Customer Satisfaction); ○ Person-in-charge for developing learning materials and tools such as product brochures and e-learning modules; ○ Monitoring of Sales Force performance and administration of incentive programs; ○ Preparation of concept and project papers for new programs and activities; ○ Enhancement and updating of existing training materials. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Psychology, Behavioural Science, Human Resource Management, Communication or any other related courses; ○ Relevant work experience is preferred but not required; ○ Fresh graduates are welcome to apply; ○ Excellent written and verbal communication skills; ○ Basic knowledge of cars and the automotive industry; ○ High proficiency in the use of MS Office Programs and photo/video editing software; ○ Knows how to drive and has a valid driver's license; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.
	SALES KAIZEN ASSOCIATE	<ul style="list-style-type: none"> ○ Facilitation of Sales Operations Kaizen (continuous improvement) in the dealers; ○ Vehicle Delivery Kaizen; ○ 1k Customer Retention Rate Improvement; ○ Customer Touchpoint Mapping; ○ Customer Information Management; ○ Monitoring of Small Group Activities; ○ Key Performance Indicator monitoring and regular updating; ○ Report generation and implementation. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering or Operations Management; ○ Fresh graduates are welcome to apply; ○ Excellent written and verbal communication skills; ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Project management and coordination; ○ Strong analytical and planning skills; ○ Excellent problem-solving skills; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.

MARKETING (MAKATI)	VALUE CHAIN SUPPORT ASSOCIATE	<ul style="list-style-type: none"> ○ Will be part of the Value Chain Section in handling the implementation and monitoring of several of TMP's programs such as Toyota Insure and Toyota Certified Used Vehicle program (TCUV); ○ Planning and development of improvement activities; ○ Expansion of the program to the dealer network; ○ Performance management and Key Performance Indicators (KPI) monitoring. 	<ul style="list-style-type: none"> ○ Must have a Bachelor's Degree in Industrial Engineering and Business/Commerce (Marketing, Management, or any other business-related courses); ○ Experience in project management and business planning is an advantage. ○ Highly proficient in the use of MS Office applications (Excel, Word, PowerPoint); ○ Has good excellent interpersonal and relational skills; ○ Excellent written and verbal communication skills; ○ Must have a valid NBI clearance; ○ Must be willing to work in Makati City.
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Applicants may apply through the following websites and email address:

All resumes / attachments should be in PDF format and less than 3MB.

JobStreet.com

<https://www.jobstreet.com.ph/en/job-search/jobs-at-toyota-motor-philippines-corporation/>

Kalibrr

<https://www.kalibrr.com/c/toyota-motors-philippines-corporation/jobs>

RECRUITMENT SECTION

HUMAN RESOURCES MANAGEMENT

TOYOTA MOTOR PHILIPPINES CORPORATION

Santa Rosa-Tagaytay Highway, Sta. Rosa City, Laguna, Laguna 4026

Tel No: (+632) 825-8888 / (+49) 541-3020 local 8169/8170

Fax: (+632) 8435799

Website: www.toyota.com.ph

Email Address: find.fulfillment@toyota.com.ph

*** TMP ACCEPTS OJT / INTERNSHIP APPLICANTS!**

Applicants may send their **RESUME** and **Signed Endorsement Letter from School**, both in PDF format to:

find.fulfillment@toyota.com.ph or call (02)825-8888 and look for OJT in-charge, Mr. Jonathan Roxas to inquire slot availability as it is on a first apply, first served basis.

