

Career Profile

Customer Service & Operations - Career Level 6



Customer Service & Operations Career Path

Responsible for maintaining relations with Komatsu’s customers by providing services before, during, and after sales, as well as operations of our service locations. Activities include performing skilled trades work for Komatsu machinery and equipment; helping to maintain communication and connectivity; managing and maintaining customer information databases; providing product and service information; processing customer transactions; customer relationship management and resolving customer inquiries by working with other departments.

Komatsu Way Skills

KOMATSU WAY SKILLS	Foundational	Intermediate	Proficient	Advanced	Mastery
	Process Improvement				
	Customer Focus				
	Decision Making				
	Planning & Organising				

Technical Skills

TECHNICAL SKILLS	Foundational	Intermediate	Proficient	Advanced	Mastery
	Product & Service Knowledge				
	Equipment Maintenance				
	Problem Solving				
	Data Analysis & Digitisation				
	Project Management				
	Quality Control				

Leadership at Komatsu

LEADERSHIP	People Leadership
	I respect other perspectives and appreciate differences. I demonstrate self-awareness through understanding the impact my actions have on others. I actively seek feedback in order to continually develop.
	Business Leadership
	I understand how my role contributes to the success of the organisation. I take pride in my work and strive to be the best I can be. I understand and comply with Komatsu policies and procedures and act as a Komatsu Ambassador.

Living our Values

LIVING OUR VALUES	Ambition
	I commit to action to achieve challenging goals and continuously look for improved ways of working.
	Perseverance
	I do what I say I will do, and remain calm, even when confronted with challenges. I am always willing to learn and do better.
	Collaboration
	I positively contribute to common goals by sharing ideas, supporting other team members and doing my share of work.
	Authenticity
	I gain trust by owning my actions, demonstrating strong work ethic, communicating openly and listening with empathy.

Komatsu Positions linked to the Customer Service & Operations Career Path at a Career Level 6 include:

- Field Service Technician
- Workshop Technician
- Customer Support Representative
- Trades Assistant
- CMS Technician

WHAT WE DO

Komatsu Way Skills

Process Improvement

The methodology followed for increasing effectiveness and/or efficiency with the aim of continuous improvement, often through automation. Defining the root cause in order to innovate and maintain Komatsu’s commitment to quality and reliability.

Customer Focus

A continuing focus on our customers (both external and internal) by listening to their needs and requirements and being responsive in order to create value together.

Decision Making

The use of judgement to know when and what decisions should be made and to make decisions simultaneously in a fast-paced, rapidly changing environment. Decision making considers safety, law, quality, delivery and cost.

Planning & Organising

Anticipating resource needs and customer requirements to then prioritise and shape activities to meet objectives in a safe manner. Aligning resources with work plans and managing projects to deliver business outcomes.

WHAT WE DO

Technical Skills

Product & Service Knowledge

Knowledge of the products and services provided by the company to its direct customers, as well as applying that knowledge to tasks and assignments.

Equipment Maintenance

The prevention, correction, update, repair, or modification to equipment, products, systems or other items that may need enhancement or updating, including the application of predictive techniques to help determine the condition of in-service equipment in order to predict when maintenance should be performed.

Problem Solving

The step-by-step process of defining a problem, searching for information, validating and testing a series of solutions until the problem is solved. It involves critical thinking, analysis, innovation and persistence.

Data Analysis & Digitisation

Identifying, evaluating, interpreting and organising data so that it can be used to support problem analysis, solution design and validation to support business decisions in an innovative way. It includes sorting through data to identify patterns and establish relationships, visualisation of data, and generating insights.

Project Management

The discipline of delivering a business outcome through a defined methodology to manage scope, resources, time, budget, risks and stakeholders to realise the benefits for the organisation.

Quality Control

Measures the attributes and performance of a product or service against defined standards to verify that they meet the stated requirements established by the customer, operational techniques and activities that are used to fulfill requirements for quality. The system of activities and checks used to ensure that measurement systems are maintained within prescribed limits, and ensuring the results are of acceptable quality.

HOW WE WORK

Leadership at Komatsu

People Leadership

Delivering results through and with others.

Business Leadership

Delivering results by acting in the best interests of Komatsu, our community and our stakeholders.

HOW WE WORK

Living our Values

Our Company values are the set of guiding principles and fundamental beliefs that support everyone at Komatsu to work together as a team and work toward common business goals. The Komatsu Values of **Ambition**, **Perseverance**, **Collaboration** and **Authenticity** are at the core of who we are as a Company and define our culture.

Proficiency Scale				
Foundational	Intermediate	Proficient	Advanced	Mastery
Demonstrates basic understanding or awareness.	Demonstrates moderate understanding.	Demonstrates consistent and reliable understanding.	Demonstrates strong understanding and the capability to advise on strategic options.	Demonstrates expert knowledge and provides unique insight.
Ability to interpret and evaluate information, and use correct terminology associated with the skill.	Ability to translate guidelines/standards and carry out some of the activities associated with the skill.	Ability to imaginatively solve common problems associated with the skill.	Ability to diagnose and resolve significant, complex problems associated with the skill.	Ability to generate substantial improvements in the area of expertise (skill).
Requires support and guidance to carry out activities associated with the skill.	Ability to carry out activities associated with the skill with limited guidance.	Influence in the skill extends to team and/or department.	Recognised as a subject-matter-expert within Komatsu.	Recognised within and outside Komatsu as a thought leader in the area of expertise (skill).
Impact achieved through own actions rather than through others.	Limited or informal impact on others. Impact achieved mostly through own actions.	Formal or informal impact on others via guidance or advice.	Cross-functional impact with the ability to influence other departments.	Wide-reaching organisational impact.