



Interflour Group

Job Description



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JOB TITLE	
Assistant Manager – Technical Service	
DEPARTMENT / UNIT / COUNTRY	
Technical Service/IFV/Vietnam	
REPORTING TO	
Manager	
Role	
The purpose of this role is to provide in-depth technical advice to the whole sales team and act as a sales and product trainer for the customers. Coordinate with QC and R&D group in develop a new product application.	
MINIMUM REQUIREMENTS	
Education / Experience	<ul style="list-style-type: none"> • University graduated, major in Food technology or related field • Over 5 years' experience in baking technique
Specific Skills (Knowledge, skills and abilities)	<p>Functional skills:</p> <ul style="list-style-type: none"> • Fluent in English • Good computer skills (Word, Excel, PowerPoint) • Food technology knowledge • Flour Application knowledge (all bread, noodle, Cake...) • Flour Milling technologies (QA-QC Process, Milling Process) is an advance • Strong oral and written communication skills • Strong interpersonal and leadership skills • Strong problem solving and analytical skills • Ability to work under pressure

<p>AREAS OF RESPONSIBILITY (AOR)</p> <p>Header Definition IN ORDER TO, what results</p>
<p><u>Customer Support</u></p> <ul style="list-style-type: none"> • Trouble shooting • Advise end user in product, baking equipment, ... • Train customer as requested
<p><u>Develop New Product Application</u></p> <p>Develop new products following the market trends from research to finish products:</p> <ul style="list-style-type: none"> • Research and select what kind of new product • Work out formula and process • Calculate the cost of finished product • Make sample & evaluate sample • Finalize kind of product
<p><u>Support Sales Team</u></p> <ul style="list-style-type: none"> • Update the application of flour • Train customer to make products from flour • Update information of flour quality from competitors
<p><u>Conduct Technical Trainings</u></p> <ul style="list-style-type: none"> • Build training manual • Make detailed plan (cost, manpower...) • Conduct trainings & make reports
<p><u>Implement DEMO Programs & Support Sales Events</u></p> <ul style="list-style-type: none"> • Drive DEMO programs according to Sales' request (planning, costing, staffing, training, logistics planning...) • Support sales events as request
<p><u>Make Report</u></p> <ul style="list-style-type: none"> • Make report on customer supports • Make report on new products • Make reports on trainings & demo
<p><u>Effective team development</u></p> <ul style="list-style-type: none"> • Update and divide product application and market for team • Guide and conduct team in work and report
<p><u>Packaging design</u></p> <ul style="list-style-type: none"> • Design as require from market • Work with the relevant departments to select the packing design
<p><u>Manage other tasks of team</u></p> <ul style="list-style-type: none"> • Set up SOP (Standard Operating Procedure) for Technical Service Dept. • Act as a member of ISO, HACCP... team • Support QC Dept. to perform sample testing at inspection agencies • Update the related information on website