



Interflour Group

Job Description



Job Description

| IDENTITY | | |
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| Organisation/ Country Interflour Vietnam | Department/ Unit Technical Service | Date 02 Jan 2018 |
| Position: Technical Manager | HR (1st Level)/ Supervisor | Approval |
| Supervisor's Position Definition of Supervisor: Senior Manager | HR (Final Approval) | Approval |
| PURPOSE (Why does the position exist, with what objectives and within what limits) | | |
| In this role, Technical Manager will provide in-depth technical advice to the whole sales team and act as a sales and product trainer for the customers. | | |
| SCOPE | | |
| Financial | Non-Financial | |
| | No of subordinates (direct): 0 No of subordinates (indirect): | |
| OPERATING NETWORK | | |
| Internal | | External (Outside SCM) |
| Within function | Outside of function | |
| <ul style="list-style-type: none"> • Senior Director • Commodity Trading Managers • Direct Reports | | <ul style="list-style-type: none"> • Distributors • Customers |

Job Description

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|--|---|
| JOB TITLE | |
| Technical Manager | |
| DEPARTMENT / UNIT / COUNTRY | |
| Technical Service | |
| REPORTING TO | |
| Senior Manager | |
| Role | |
| In this role, Technical Manager will provide in-depth technical advice to the whole sales team and act as a sales and product trainer for the customers. | |
| MINIMUM REQUIREMENTS | |
| Education / Experience | <ul style="list-style-type: none"> • University degree or above; Major in Food Technology or relevant ones • Five (5) years of working experience in the same position and same responsibilities. Prefer working in the oil and fat industry. |
| Specific Skills (Knowledge, skills and abilities) | <ul style="list-style-type: none"> • English Skill – Intermediate level • Good computer literacy (Ms Office) • Technical skills and in-depth knowledge of the oil and fat business • Oil and fat technology/application knowledge |
| AREAS OF RESPONSIBILITY (AOR) | |
| Header | |
| Definition | |
| IN ORDER TO, what results | |
| <u>Develop New Product Application</u> | |
| <ul style="list-style-type: none"> • Products application development depending on customer, market... • Develop new products following the market trends from research to finish products: <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 | |
| <u>Maximize customers service satisfaction</u> | |
| <ul style="list-style-type: none"> • Effectively provide trouble shooting as Sales requirement: solve the problem, complain, ... • Provide services and training for customers and end-users. • Help customer improve product applications, give the technique guide | |
| <u>Provide technical training to develop product understanding of Sales Team</u> | |
| <ul style="list-style-type: none"> • Prepare the general training course for team annually • Prepare the specific training course as requested | |
| Implement DEMO Programs & Sales Events | |
| <ul style="list-style-type: none"> • Drive DEMO programs according to Sales' request (planning, costing, staffing, training, logistics planning...) • Support sales events as request | |