

CAREER OPPORTUNITY

TRG International is seeking a suitably qualified person for the position of **Customer Support Director**. At the position, you will perform the following tasks:

Job description

- Setting departmental goals and short- and long-term strategic plan to achieve the target, aligning with company's development strategy;
- Allocating/ assigning departmental resources to achieve goal and to work with customers;
- Foreseeing and managing the economic uncertainty; customer demand changing in order to have response plan;
- Working with customers to identify their support needs;
- Analyzing and identifying problem root causes;
- Generating, overseeing and assessing issues and offering long-term solutions to customers;
- Developing and implementing customer support policies;
- Coordinating with other departments, partners and suppliers;
- Building and maintaining a good corporate image to customers;
- Developing and improving the overall support process;
- Recreating and supervising the implementation of department's work plans;
- Handling confidential matters maturely and discreetly;
- Providing training and coaching for staff;
- Providing sound and independent guidance for Customer Service matters;
- Coordinating with HR Department to have development plan for staff;
- Planning departmental manpower and working with relating departments to meet the need;

And other tasks to meet the departmental development needs.

Job requirements

- At least Bachelor degree in applicable technical field (CIMA, PMI, and specific products: SunSystems, CPM, ION, Retail Pro, Profiles, ERP, Citrix);

- Additional degree on business administration/ management will be preferred.
- 10+ years experience at management level at multinational companies on customer services/ support field; 5+ years on technical resources/ IT companies;
- Good use of office applications (Excel, Word, PowerPoint ...) and supportive application (e.g. ticket tracking system);
- Excellent Vietnamese and English interpersonal communication skill;
- Information synthesizing and analyzing;
- Excellent presentation skills;
- Change management;
- Leadership: coaching, motivating, developing, inspecting and monitoring;
- Multi project handling;
- Problem solving;
- Stress management.
- Service orientation mind-set;
- Open, straightforward, flexible, optimistic and determined;
- Highly conscientious; committed; discreet and confidential;

Benefits:

- Competitive salary package (13th month salary, Red Envelop, Team entertainment);
- Office hours from Monday to Friday;
- Extra Insurance Scheme (personal accident, inpatient, outpatient, dental care)
- 16 days annual leave per year;
- Additional leave on Christmas day (02 days)
- Friendly and supportive working environment;
- Opportunities to attend company events such as Company Outing trip, Christmas Party, Corporate Social Responsibility activities
- Training opportunities both soft skills and professional skills