

Technical Specialist - Dyes and Chemicals

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Company: Manpower

Location: Vietnam

Category: healthcare-practitioners-and-technical

Working Location: Ho Chi Minh City, Vietnam

Working Time: Monday - Friday

RESPONSIBILITIES

1. Key Account Partners

KPI:New additional business out of KAP pipeline to ensure division meet sales budget.

2. New Product Launches and Promotions

Promote company products offering through knowledge and trials at selected customers..

Support Leader to prepare target customer list for new products.

KPI:Positive trend of sales gains out new products in given country by year to year

3. Lab Developments

Take the ownership country lab developments, as per product group.

Coordinate with labs, quick development and fast response for key regional projects.

4. Define Market Focus Products & Country strategy.

To prepare and support to leader to prepare market focus products, country strategy for every year as per market needs to fight against competition.

5. Competitor Information & Competition analysis

To update team about competitor activity in given market

To prepare analysis of competitor product vs company product, close working with lab teams ensure analysis based on customer needs.

Owner of competition analysis

To prepare full views of key advantages of company product / system, total process cost, process benefits, sustainable benefits and PEHS advantages

6. Customer complaints & Technical challenges

Address the technical problems raised by customers, discuss with internal teams to provide best possible solutions. to technical problem in fastest possible way.

KPI: Minimum number of days to conclude the customer complaint depending upon nature complaint.

7. Product gap & Innovation Pipeline

Assess customer needs and translate it into potential innovation projects.

To bring and highlight any product gaps in present range.

Communicate customer feedback on our products, services to the business leaders.

8. B&R Projects

To support ongoing B&R Projects in region

Active co-ordination between sales, Marketing team to ensure fastest response and conclusion of projects.

9. Product Replacements & Product withdrawals

Prepare and support technical details, lab reports for product replacements, withdrawals.

KPI: To sustain the existing business of given products with replacements, if possible

10. Technical Training

Deliver technical training to support customer needs for all Company customers.

To develop business partners team, on field training during bulk trials

Visiting and participating on trade shows or conferences related to assigned market segments.

11. Global Trade Networks

Highlight challenges ongoing projects.

To understand success stories in other regions and update and make plan for designated market.

To use GTN as a window to discuss, learn and resolve technical challenges.

JOB REQUIREMENTS

Education: University degree in Chemistry, or Chemical Engineering.

Experience: Years' working experience in specialized technology area.

Know-how/skills: Solid basis in Technology and good understanding of market and customer needs.

Proficient communications skills in English and Chinese.

Key competencies:

Challenges / Result driven.

Analytical Thinking.

Customer focus / Customer relation management.

If you are interested in this position, please send your CV to thong.luu@manpower.com.vn (Harvey) to apply!

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