

Area/ Department:	
Work Location: Vietnam	
Position Title: Vietnam Customer Business Development Manager	
Reports to (position): Chief Commercial Officer	
Direct Reports (Nbr)/ Global Team (Nbr): None	
Level/Grade:	
Fulltime (FT) or Part-time (PT): Full-time	
Eligible to WFH: N	% Travel requested: TBC

General Description

JOB PURPOSE JOB:

The Go-to-Mkt person will be responsible to ensure the process of adoption of bringing Recover products into the Vietnamese Market. This role involves a combination of sales, product management, tech solutions and quality, work closely with all those departments, to ensure that Recover recycled textile products reach successfully the right markets and customers, while addressing industry challenges and regulatory compliance. This role is pivotal in scaling Recover sustainable fiber by building relationships with brands, manufacturers, and stakeholders looking to integrate Recover materials into their supply chains.

ROLE OF DEPARTMENT:

KEY TASKS AND RESPONSIBILITIES:

- **Building and Maintaining Strategic Relationships:** This role is pivotal in scaling Recover products and innovations by building relationships with brands, manufacturers, and stakeholders looking to integrate our recycled materials into their supply chains.
- **Sales:** Stay close to customers to understand their needs, market trends, and the competitive landscape.
- **Identify target markets and customer segments.** Develop and execute sales strategies and tactics.
- **Customer Engagement:** Engage with customers to gather feedback and insights. Build and maintain strong relationships with key customers and stakeholders.
- **Product Management:** Collaborate with the core R&D and product development team to align market needs with product features. Provide feedback from clients to inform potential product improvements and innovations.
- **Technical Solutions:** Coordinate and ensure needed solutions and technical support and guidance regarding fiber adoption is provided. Coordinate actions with Customer Product Development and Tech Solution teams. Act as the first level of support to address client inquiries and troubleshoot fiber technical issues during bulk production.
- **Quality:** Act as the key person in front of our customers to address and coordinate quality claims. Ensure follow-up by collaborating with production and quality teams.

DELIVERABLES/ OUTCOMES (Dimension):

- Establish and maintain strong relationships with brands, manufacturers, and stakeholders.
- Identify and target key markets and customer segments.
- Gather and analyze customer feedback and insights.
- Build and maintain strong relationships with key customers and stakeholders.
- Ensure high levels of customer satisfaction and loyalty.
- Collaborate with R&D and product development team to ensure products meet market needs.
- Provide technical documentation to manufacturers and register the quality and technical data of the development process in our CRM and other required reporting.
- Maintain accurate and up-to-date records of customer interactions, technical solutions, and quality support activities.
- Act as the primary contact for addressing and coordinating quality claims.

COMPETENCIES REQUIRED:

- **Project management:** Excellent project management skills with a track record of successful project delivery.
- **Communication:** Exceptional communication and interpersonal skills.
- **Ownership & Team player:** Ability to work independently and as part of a team.
- **Structured and Robust:** Maintains structure and resilience
- **Speed, Agility and flexibility:** Efficient and quick.
- **Enthusiasm and Passion:** self and Motivate others.
- **Curiosity and Self-Development:** Seeks continuous improvement.
- **Communication:** Excellent at simplify and synthesis complex information.

WORK EXPERIENCE REQUIREMENTS:

- Proven experience in sales, marketing, and product management, preferably in the textile industry.
- Strong technical knowledge of textile products and solutions.

- Experience in customer engagement and building strong relationships.

EDUCATION & QUALIFICATION REQUIREMENTS:

- Bachelor's degree in Textile Engineering, Business Administration, or a related field.
- Proficiency in English

OTHER REQUIREMENTS:

Describe any unique physical, travel, language, or other requirements associated with the position.

- XXX
- XXX
- XXX

Redacted by: Helena Domènech Montes	Title: CHRO
Approved by:	Title:
Date posted: March 2025	
Last update: March 2025	

IMPORTANT: Use all the space you need. Remember, this is your template.