

Area/ Department: Product Innovation / Tech Solution	
Work Location: Vietnam	
Position Title: Manager, Tech Solution	
Reports to (position): Country Director and Global Tech Solution Director	
Direct Reports (number of positions): 0	
Level/Grade:	
Full-time or Part-time: FT	
Eligible to WFH:	% Travel requested: 50% within Vietnam

General Description

JOB PURPOSE

The job purpose entails actively identifying and resolving operational challenges, collaborating closely with the Global Tech Solution Director to investigate and address customer concerns comprehensively. Additionally, it involves managing communication channels with customers, ensuring timely reporting, and contributing to the establishment of efficient workflows to enhance customer satisfaction and optimize operational efficiency.

ROLE OF DEPARTMENT

To facilitate the adoption of Recover fiber, helping the spinners, fabric mills and garment manufacturers to develop the best product option using our fiber and help sales to achieve the goals providing technical support for current adoption methods and future ones using a strong R&D process.

KEY TASKS AND RESPONSIBILITIES

- Identify operational problems by observing and study system functioning and performance result.
- Help the Senior Tech Solution Manager to investigate complaints and suggestions by collaborating and obtaining all the information from the customer; interviewing process supervisors and operators to obtain all the information for completing troubleshooting procedures
- Being responsible for all upstream information and communication. Manage all info related to customers and report to Global Tech Solution Director.
- In coordination with Global Tech Support Director to establish the workflow and work priorities for the different customers.
- Participate in Tech Solution meetings with different customers and/or any Tech Solution Staff and/or other Product Innovation and Sustainability or Sales staff.
- Permanently in touch with customers to give all the support and compile all their needs and complaints.
- Elaborate a daily report for all customer statuses under development or in any production stages and be responsible for having it up to date (daily).
- Participate in the R&D department activities if needed.
- Under the coordination of the Global Tech Solution Director, collaborate with the Quality Department compiling the info needed for any quality complaint report, or any other Tech Solution or Commercial staff if needed.

DELIVERABLES/ OUTCOMES (Dimension)

Use bullet points to describe results excepted from each duty and responsibility.

- Customer development reports
- Quality assessment reports
- R&D project reports

COMPETENCIES REQUIRED

- Good networking with mills and vertical suppliers
- Strong technical knowledge on fibers, yarns and fabrics.
- Wide knowledge about textile processing and machinery and specially yarn spinning (Ring Spinning systems, Open-end spinning systems and air-jet spinning systems) for 100% cotton, synthetics and blends yarn spinning.
- Knowledge about Fabric preparation, dyeing and finishing processes and machinery.
- Identify defects on yarns and fabrics and ensure adherence to quality standards
- Excellent organization, communication and reporting skills with attention to details.
- Excellent problem solving and analytical skills.
- Solid understanding of the importance of integrity and ethics in engineering practice and in life.
- Knowledge of and background in Quality Management System (e.g.: ISO 9001) applied to job position's task and responsibilities.

WORK EXPERIENCE REQUIREMENTS

- Minimum 3 years of experience in a similar role.

EDUCATION REQUIREMENTS

- Bachelor's degree in Textile Engineer or relevant industries.

OTHER REQUIREMENTS

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

- Fluent in English, written and verbal
- Lean
- Excel- Dynamics
- Experience working with international customers.
- Prioritize and manage multiple projects simultaneously and follow through on issues in a timely manner.
- Outstanding organization skills and attention to detail while moving quickly under pressure.

Redacted by: Md Jobayed Hossain

Title: Sr. Executive- P&T

Approved by: Alfredo Ferre

Title: Chief Product Innovation and Sustainability Officer

Date posted:

Data hired:

Last update: 18/09/2024

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