



# **Interflour Group**

## **Role Clarification Form**



## Role Clarification Form – Internal Use Only

IDENTITY		
<b>Organisation/ Country</b> Interflour Vietnam	<b>Department/ Unit</b> Technical Service	<b>Date</b> 02 Jan 2018
<b>Position:</b> Technical Manager	<b>HR (1<sup>st</sup> Level)/ Supervisor</b>	<b>Approval</b>
<b>Supervisor's Position</b> <b>Definition of Supervisor:</b> Senior Manager	<b>HR (Final Approval)</b>	<b>Approval</b>
PURPOSE (Why does the position exist, with what objectives and within what limits)		
<p>– 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.</p>		
SCOPE		
<b>Financial</b>	<b>Non-Financial</b>	
	No of subordinates (direct): 0 No of subordinates (indirect):	
OPERATING NETWORK		
<b>Internal</b>		<b>External (Outside SCM)</b>
<b>Within function</b>	<b>Outside of function</b>	
<ul style="list-style-type: none"> <li>• Senior Director</li> <li>• Commodity Trading Managers</li> <li>• Direct Reports</li> </ul>		<ul style="list-style-type: none"> <li>• Distributors</li> <li>• Customers</li> </ul>

## Role Clarification Form

<b>JOB TITLE</b>	
Technical Manager	
<b>DEPARTMENT / UNIT / COUNTRY</b>	
Technical Service	
<b>REPORTING TO</b>	
Senior Manager	
<b>Role</b>	
<p><b>Technical Manager will provide in-depth technical advice to the whole sales team and act as a sales and product trainer for the customers.</b></p>	
<b>MINIMUM REQUIREMENTS</b>	
<b>Education / Experience</b>	<ul style="list-style-type: none"> <li>• University degree or above; Major in Food Technology or relevant ones</li> <li>• Five (5) years of working experience in the same position and same responsibilities. Prefer working in the oil and fat industry.</li> </ul>
<b>Specific Skills (Knowledge, skills and abilities)</b>	<ul style="list-style-type: none"> <li>• English Skill – Intermediate level</li> <li>• Good computer literacy (Ms Office)</li> <li>• Technical skills and in-depth knowledge of the oil and fat business</li> <li>• Oil and fat technology/application knowledge</li> </ul>

**AREAS OF RESPONSIBILITY (AOR)**

**Header**

**Definition**

**IN ORDER TO, what results**

**Develop New Product Application**

- Products application development depending on customer, market...
- Develop new products following the market trends from research to finish products:
  - 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

**Maximize customers service satisfaction**

- 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

**Provide technical training to develop product understanding of Sales Team**

- Prepare the general training course for team annually
- Prepare the specific training course as requested

**Implement DEMO Programs & Sales Events**

- Drive DEMO programs according to Sales' request (planning, costing, staffing, training, logistics planning...)
- Support sales events as request

