**Job profile**

|  |  |
| --- | --- |
| **Job details and purpose** |  |
| Job title internal |  |
| Job title external | Customer Service Engineer |
| Business Unit | HEC |
| Business Segment |  |
| Business Line |  |
| Function | CSC |
| Sub-Function |  |
| Personnel segmentation |  |
| Country | Vietnam |
| Location | Ho Chi Minh City |
| Geographic scope |  |
| Functional superior | Senior Customer Service Executive |
| Administrative superior | Senior Customer Service Executive |
| Number of direct report |  |
| Number of indirect report |  |
| Job summary | This position to support Omron Customer Service Center in HCMC in order to meet the requirement of warranty repairing service for the increased quantity of defective units of Omron |
|  |  |
| Business metrics |  |

**Organizational structure**

|  |
| --- |
| **Essential responsibilities** |
| General responsibilities | 1. Work in technical services center of DKSH Vietnam for home-care products (Omron).2. Undertake customer warranty service for specific products under Supplier and DKSH ‘s KPI, ISO requirements:- Listen and answer, feedback to customer complaints & requests on product technical.- Provide services to customer in term of installation, testing, calibration, operating instructions, application training, maintenance & repair if any.- Send and follow up fixed devices to customers in provinces via EMS after doing repair or maintenance.- Provide customers with the basic knowledge of technical service.- Work with Sales team & Service support to ensure the pick-up & delivery time of warranty products to customers as committed KPIs.3. To follow up & provide feedback from customers on products and technical services to company and propose action plan to meet the customer’s requirements and improve the service level.4. Follow up spare part supply for repair & maintenance demand (in case being authorized).5. To record, monitor and report the service activities in monthly.6. To attend Omron workshops, exhibitions, Patients Cubs as per request.7. Perform ad-hoc activities as specified by superiors. |
|  |  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| Leadership responsibilities | * N/A
 |
|  |

|  |
| --- |
| **Job requirements** |
| Functional skills and knowledge | * Prefer fair English speaking & writing skills
* Good at basic computer skills (Microsoft Office)
 |
| Soft skills | * Communication Skills
 |
| Education | * Technical College Background - specialize in Electrical/Electronic Engineering
 |
| Work experience | * Fresh graduate or prefer at least 1 year
 |

DKSH behavior

 **Interpretation of the scale**

 **1** Competency is not relevant for this position

 **2** Supportive competency, but not key for this position (nice to have)

 **3** Important competency (need to have)

 **4** Key competency (must have, if not observable, candidate would not be suited to the position)

**Note: within each dimension, only use a rating of 4 for one of the competencies and a rating of 3 for one or maximum two of the competencies; in total, the ratings of 3 and 4 should not exceed nine**

|  |
| --- |
| P**erformance Dimension** |
| Strategic Agility | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 | Commentary: |
| Entrepreneurship | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Conceptual Ability | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Pragmatism | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Decision Making | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| **People Dimension** |
| Customer & Client Orientation | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 | Commentary: |
| Communication | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Leadership | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Persuasiveness | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| **Personality Dimension** |
| Passion | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 | Commentary: |
| Adaptability | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Positive Attitude | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Resilience | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Authenticity | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |
| Commitment | [ ] 1 | [ ] 2 | [ ] 3 | [ ] 4 |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job profile created by, date Checked by, date