

VOITH

Job Description

Job Title	Technical Sales and Service Engineer		
Name	TBC	Date	!!!
Company	Voith Hydro Vietnam – Paper Division		
Department	Sales		
Supervisor (Name & Title)	Andrew Boothman – Regional Sales Director		
Purpose of Job	To manage the business in the given area and satisfy customer needs in terms of sales and service activities. The generation of business development with orders and sales is the underpinning function for the TSSE role.		
Primary Functions of Job			% of Time per Function
<ol style="list-style-type: none"> 1. Follow all regulatory, customer and Voith health and safety requirements in the fulfillment of this role. 2. Responsible for Fabric & Roll System (FRS) service and sales activities at given account in the Vietnam region. 3. Develop the relationship with customer and gain the credit of trust by providing quality service and product to our customers, focusing on increasing the customer profitability and machine run ability. 4. Responsible to promote the company image to existing and potential customers by the quality and speed of response of technical visits and data in order to prepare for technical discussion. 5. Utilize the customer service resources properly, to assure the best synergy and cooperation needed to secure orders from customers and to provide fast response to customer reaching their satisfactory, in a reliable and accurate way. 6. Responsible to organise, plan and manage the service & sales schedule efficiently and as requested by your manager and to maintain the relevant travel documents e.g. passports, visas and etc. as to allow for short notice travel and ensure travel in the most economical manner. 			

TRADE SECRET This specification and the procedures contained herewith are a Trade Secret, property of Voith Paper Fabric and Roll Systems Asia. This information is confidential and legally privileged. This information is intended only for authorized individuals. You are hereby notified that any unauthorized disclosure, copying, distribution or the taking of any unauthorized action in reliance of the contents of this information is strictly prohibited and that Voith Paper Fabric and Roll Systems Asia will pursue all legal remedies available to mitigate any damages caused by such action. This document should be returned to Voith Paper Fabric and Roll Systems Asia immediately if you are not the intended authorized recipient.

Primary Functions of Job	% of Time per Function
<ol style="list-style-type: none"> 7. Responsible for FRS product group technical liason internally with Voith, and be a key driver of the FRS business in the Vietnam region, and your designated area. 8. Responsible to support and assist team members to provide a high level of customer service reports. 9. Responsible to work alongside with other members of the Voith Paper Team in providing a professional service to all customers designated in your Sales area. 10. There may be occassions where travel outside of your assigned area maybe required either in the Vietnam region or other market areas as required, for example, new machine start-up or project rebuilds etc 11. Provide inputs and assistance in the marketing activities of FRS in close collaboration with the Regional Sales Manager Voith Paper Fabrics. 12. Manage and control sales expenses, in close collaboration with Regional Sales Manager Voith Paper Fabrics, to make sure sales expenditure is always focused on achieving most effective Sales Profitability at the end of the year, using common senses, analysis, and judgment on each particular case. 13. Not withstanding the above stated job descriptions, there could be other relevant duties that may be assigned to you from time to time by Voith management. 	
Additional Responsibilities	
<p>Due to the size and locations of customers and employees, high level communication is required both in day to day operation but also in official monthly reporting.</p>	

TRADE SECRET This specification and the procedures contained herewith are a Trade Secret, property of Voith Paper Fabric and Roll Systems Asia. This information is confidential and legally privileged. This information is intended only for authorized individuals. You are hereby notified that any unauthorized disclosure, copying, distribution or the taking of any unauthorized action in reliance of the contents of this information is strictly prohibited and that Voith Paper Fabric and Roll Systems Asia will pursue all legal remedies available to mitigate any damages caused by such action. This document should be returned to Voith Paper Fabric and Roll Systems Asia immediately if you are not the intended authorized recipient.

Decision-making Authority			
Scope of Job Responsibility			
Number of employees supervised	Direct Reports	Indirect Reports	Total
Annual operating expense budget			
Other quantitative information			
Internal & External Contacts			
Internal	Customer Service Team (CSR's), Application / Product Management Team		
External	<input checked="" type="checkbox"/> Customers	<input type="checkbox"/> Suppliers	<input type="checkbox"/> Banks
	<input type="checkbox"/> Governmental Authorities	<input type="checkbox"/> Institutions (i.e., Universities)	
	<input type="checkbox"/> Consultants	<input type="checkbox"/> Other (please specify)	
Special Difficulties of Job			
Requirements of Job			
Area of Study	Papermaking/ Chemical Engineering/ Textile/ Industrial management	Level of Education	Bachelor Degree
Related Experience & Number of Years	2 year experience of the industry		<input type="checkbox"/> Managerial experience is required
Special Training or Certification			

Necessary Technical Skills

- Computer knowledge, (Microsoft Office, Data Base)
- English & Chinese fluently in writing and speaking
- Understanding about Paper Machines and related Manufacturing Process is critical
- Strong commitment to customer satisfaction including after-hours calls and travel
- Ability to liaise effectively with internal and external clients

Other Comment

Signatures

Position Holder

Direct Supervisor

Next Level Manager

Human Resources Manager

You and your direct supervisor are responsible for ensuring your Job Description is always up-to-date.