



OCS International Facilities Services in Vietnam is a joint venture company between Comin Asia and PCS Thailand (under OCS Group) with main major business Total Facilities Management (TFM)

OCS Group is UK's multinational group with over 110 years of experience in Facility Services, more than 63,000 employees worldwide in 30 countries, and 43-year experience with over 30,000 employees in Asia.

With Comin Asia reputation and 19 years in hard services in Vietnam, this is more than 1,000 employees in the region specialized in M&E maintenance & contracting.

With offices in Hanoi, Danang and Hochiminh City, OCS International has new ambitions in the TFM business, in order to be the contact point for managing customers facilities, with a full package of soft (cleaning, pest control, landscaping...) and hard (maintenance, engineering,...) services.

Section Manager (Soft Service)

Quantity: 01

Hanoi, Vietnam

A. JOB DESCRIPTIONS

- Operation Follow-up

- o Directly supervise all OCS sites supervisors in a key customer stores
- o Manage start-up new sites and services by setting up a team and organization answering the requirements of the contract in order to ensure a proper and efficient management of the project.
- o Ensure that all company and division policies are followed by all their staff and properly implemented through supervisors.
- o Ensure that the Site Team/s functions profitably and that cost targets are achieved and maintained
- o Ensure direct subordinates maintain accurate and complete records of work activities.
- o Ensure each site is properly staffed, equipped and supplied at all times.
- o Approval of Requisition Forms, issuance of materials, manpower requests and sub-contract works, in line with the approved budget of each existing site..
- o Prepare & submit Monthly Progress to the Operation Manager as well as small material procurement schedule.
- o Ensure all sites have work schedules and programs to achieve the standard and scope of service required per the contract.

- Quality – Training

- o In charge of quality of service, based on OCS guidelines and training program
- o Ensure proper use and maintenance of equipment.
- o Being pro-active regarding solutions or suggestions for improvement of operating methods.
- o Ensures all work is evaluated in line with QA policy.

HANOI BRANCH

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HCMC BRANCH

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- Ensure all customers are visited on regular basis as outlined in the “Customer Care” policy to ensure service partnerships are built and maintained.
- Conducts trials and evaluations of new equipment, materials and procedures.
- Attend training sessions, seminars or exhibitions as necessary and insures that team members attend scheduled training
- **HR:**
 - Develop personnel to deliver a higher standard of service than that of competitors.
 - Propose disciplinary actions when applicable on direct subordinates, in close coordination with HR department and Operation Manager and always in respect of the Labor Law.
 - Propose staff promotion, recruitments, disciplinary measures
 - Ensure quality, professional and standard services are provided to all customers at all times.
 - Hold regular meetings with site supervisors to communicate new policies and procedure
- **Customer contact**
 - Be the single contact/focal point with representative of the key customer he is in charge
 - Ensure customer complaints are acted upon and handled immediately per Company policy.
 - Keep good relationship and level of the key customer he is in charge satisfaction in order to renew 80% of contracts every year
 - Keep constant feedback and good communication with customer, with pro-active attitude
 - Propose improvements and cooperate with sales/operation for any additional services offers.
 - Develops and improves existing services and introduces new services as appropriate.
- **Financial**
 - Monitor profitability of all cleaning contracts of the key customer he is in charge
 - Maintaining the revenue and gross profit of each project ensuring they remain profitable in line with Targets
 - Check expenses are in the budget ranges
 - Keep profitability in the range of budget in quotation
 - Follow-up of cash flow, trough schedule of invoice and payment
- **Reporting**
 - Produces monthly operations report for Operation Manager

B. REQUIREMENTS

- Must have:
 - 2 - 4 Years experience in a position involving supervision of multiple functions/areas or responsibility in a medium or large company, preferably in a service related environment
 - Good knowledge in property management services.
 - Supervision skills
 - Good interpersonal skills, ability to motivate and lead a team.
 - Innovative and creative in seeking solutions to problems

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- Willingness to work “hands on”
- Ability to handle multiple tasks and allocate time to accomplish specific objectives
- Self motivated and directed
- Good at MS Office & English
- Nice to have:
 - Experience in hotel/residence management.

Interested candidates should submit their latest resumes to recruitment.hn@cominasia.com ASAP before **15 Dec 2011** (first come first serve). Only shortlisted candidates will be contacted for interview.

Human Resource Department

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