

JOB DESCRIPTION – SALES DIRECTOR

Position:	Service Sales Manager	Report to:	Sales Director
Location:	HCM	Department:	BOM
Updated date:	07/02/2025	Onboard expectation	ASAP

Company Overview:

With a 30-year legacy, Toan Thang Engineering (TTE) is a market leader in providing high-end equipment technology solutions and technical services for the Oil & Gas, Refinery, Petrochemical, and Power Generation industries in Vietnam. A thriving company with 2 vibrant offices and 3 dynamic workshops, and the sole representative of renowned equipment global brands Emerson, Flowserve, etc.

Position Overview

We are seeking an experienced and strategic **Service Sales Manager** to lead the growth of our technical service portfolio. This role focuses on delivering comprehensive service solutions, maintaining strong customer relationships, and driving revenue from after-sales services. The ideal candidate thrives in a customer-centric environment and has a deep understanding of service sales within the industrial sector.

A. Key Responsibilities

1. Service Sales Strategy & Business Growth

- Develop and execute strategic service sales plans to achieve revenue and profitability targets.
- Identify and capitalize on new business service opportunities within the engineering market.
- Lead contract negotiations for service packages and long-term maintenance agreements.
- Establish competitive yet profitable pricing models for service offerings.

2. Customer Solutions & Relationship Management

- Provide tailored technology solutions and service packages to meet customer needs.
- Build strong relationships with existing clients and actively identify new business opportunities.
- Proactively contact customers to gather information on repair and maintenance requirements.
- Conduct regular client visits to update information and strengthen partnerships.

3. Project Oversight & Financial Performance

- Monitor and ensure the financial performance of service projects.
- Manage service project schedules, resource allocation, and issue resolution.
- Protect and improve project margins while ensuring service quality and on-time delivery.

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4. Cross-functional Collaboration & Operational Excellence

- Collaborate closely with Sales, Technical, and Marketing teams to promote service solutions.
- Align service operations with Quality, Safety, and Environmental policies and standards.
- Utilize CRM and data analytics to drive operational improvements and sales forecasts.

B. Competence Requirements

- Educational Background: Bachelor's degree in engineering or a related field.
- Experience: Minimum 7 years in service sales management, preferably in Oil & Gas or Power industries.
- Technical Knowledge: Strong understanding of valves, pumps, and seals service solutions.
- Leadership Skills: Proven experience in leading and developing high-performance teams.
- Communication & Negotiation: Excellent communication, negotiation, and relationship-building skills.
- Strategic & Analytical Thinking: Ability to develop innovative strategies and data-driven decisions.
- Technical Tools: Proficiency in Microsoft Office Suite and CRM software.

Why Join Us?

- Competitive salary, negotiable based on experience and capabilities.
- Year-end bonus based on job performance, along with rewarding compensation policies.
- Holiday and Tet bonuses, as well as special occasions throughout the year such as birthdays, weddings, etc.
- Lunch allowance and other allowances based on job requirements.
- Full mandatory social insurance based on the agreed salary.
- Person health and accident insurance coverage.
- Annual company trip
- Regular health check-ups.
- Career development opportunities with training programs abroad.
- Working hours from Monday to Friday
- Public holidays and leave as per the legal regulations.