

We, **METRO** Cash & Carry Vietnam Ltd., a powerful brand with characteristics as:

- Unique business concept
- Strong self-service wholesale brand
- Sharp profile in the market
- Competitive internationalization and expansion
- Strong international corporate culture founded on Core Values
- Proactive employees development

are looking for the qualified Candidates for the following position:

CUSTOMER SERVICE MANAGER (CSM) **QUẢN LÝ BỘ PHẬN DỊCH VỤ KHÁCH HÀNG**

REPORTS TO: Distribution Center Manager (DCM)

WORK LOCATION: Metro An Phu – Dist. 2, HCMC.

MISSION STATEMENT

Focus on Administration, Accounting, Operational Management

To contribute toward the profitability of the business by ensuring the smooth running of the Trading Office and by completing tasks through the management and development of people.

ROLE & KEY RESULT AREAS

To plan and organize data

- Planning the work load to ensure that all document is completed on time
- Checking the accuracy of punching, stock corrections, etc
- Producing reports requested by Line Managers e.g.- Shrinkage
 - Stock value
 - Staff shopping
 - Gap Zaps
 - Daily sales information to include shrinkage, sales this year/last year, store comparisons, margins, number of invoices, etc

To have an in depth knowledge of computer programmers available

- Training Management on new systems as they become available

To collate information

- Ability to solve most problems with printers and computers without reference to Head Office
- Assisting DCM by providing information/reports form GMS programmers to enable him/her to forecast sales, shrinkage, other costs, etc

To assist in Stock takes

- Ensuring that Line Managers meeting the P.I deadlines set by Head Office
- Processing the counts
- Playing a key role in the annual stock take by assisting the Line Manager in the presentation e.g.
 - Numbering bays
 - Organizing equipment from other stores
 - Planning the times of counting
 - Choosing the most suitable staff to be part of the counting team
 - Group staff together as appropriate e.g. NF staff to count NF, etc
 - Liaising with the Company Audits as necessary
 - Collating and downloading information to give an initial result
 - Helping with investigations and re-punching after the original count

To assist Duty Manager and to be part of the Management team

- Providing support with Opening/Closing procedures
- Assisting in other departments as necessary
- Being flexible with hours, days off when necessary
- Assisting in developing staff from other stores
- Assisting in other store if required

PEOPLE SPECIFICATIONS

- At least 3 years experience in management of Accounting, Customer Service & Administration
- Has the ability to plan & manage stock take and the knowledge to carry out investigations
- Good commands of English & Computer.

Successful candidates will be offered a competitive salary & benefits package, family health insurance and professional training programs.

In strict confidence, interested candidates please send your full resume in English and 01 photograph to the below address:

**Metro Cash & Carry Vietnam Ltd.
Head Office – HR Department
An Phu – An Khanh, District 2, HCMC.**

or Email: hr@metro.com.vn

**Please put job title on your cover letter or into the subject of your email.
Only short-listed candidates will be contacted for an interview.**