

JOB DESCRIPTION – BUSINESS SUPPORT OFFICER

JOB TITLE

Business Support Officer – based in Ho Chi Minh City, Vietnam

OVERALL OBJECTIVE

The Business Support Officer will manage the administrative requirements for our Environmental Consultancy team in Vietnam and offer support to the Business Team in the UK. This includes overseeing the day-to-day operations of the Vietnam office, corresponding and building relationships with all levels of the business, creating and tracking marketing campaigns and compiling data for analysis.

KEY JOB AREA

- Responsible for overseeing the day-to-day operations of the Vietnam office and ensuring that all administrative tasks are completed efficiently and effectively.
- Use interpersonal and active listening skills to maintain healthy relationships with Wiser Environment's stakeholders, including directors, colleagues, subcontractors and clients.
- Handle data with care and accuracy to ensure that it is used for its intended purposes. This includes using data to produce monthly reports for the Wiser Management Team.
- Support our marketing and sales processes to attract new clients and improve relations with current contacts.

SPECIFIC JOB TASKS AND ACTIVITIES

1. Responsible for managing office supplies, booking facilities, arranging for international travel and coordinating company events
2. As the Wiser Environment business continues to develop, support the process of finding office facilities that can accommodate our growing team in Ho Chi Minh City.
3. Coordinate with IT support and serve as the point of contact for IT and office equipment issues.
4. Collaborate with our solicitors, finance team, marketing team and business advisors on a regular basis to ensure compliance and the smooth running of operations.
5. Support the development and internal communication of Wiser Environment's software, systems, policies and procedures.
6. Enable the Environmental Consultancy team in Vietnam work more efficiently by providing standardised templates for project management, proposals and technical reports.
7. Help the Wiser Environment management team stay on top of their progress by producing monthly reports that track key performance indicators. KPIs include client satisfaction levels, utilisation and marketing campaign results.
8. Improve the quality of our service by gathering feedback from our clients and subcontractors.
9. Expand Wiser Environment's client base in the UK and South-East Asia by writing clear and attractive copy with a distinct voice for our website and social media platforms.

Helping clients prosper through compliance

SPECIFIC JOB TASKS AND ACTIVITIES

10. Develop an understanding of our target audience and produce content that appeals to them. This includes staying up to date on industry trends and emerging technologies.
11. Identify and secure new business opportunities by building relationships with existing clients, collaborating with our international consultancy teams and assembling sales presentations and proposals.

QUALIFICATIONS AND EXPERIENCE

Mandatory	Desired
<ul style="list-style-type: none"> Bachelor's degree in business administration or equivalent. Excellent written and verbal communication skills in both English and Vietnamese. Proven track record of developing successful relationships with clients. 3+ years of experience in a commercial environment or a related field. 	<ul style="list-style-type: none"> Master's degree in business administration or equivalent. Excellent editorial skills including impeccable grammar, an ear for tone and style and superior proofreading abilities Experience in coordinating and working across different time zones and cultures. Previous experience within a European professional company.

COMPETENCY REQUIRED

- Communication Skills** - Delivers information to others using the appropriate communication method. Actively listens and checks to ensure their communication and others understanding is consistent.
- Planning and Implementation** - Need to demonstrate initiative and be a self-starter. Need to plan ahead and prioritise daily, weekly and monthly tasks.
- Customer service focus** - Demonstrates customer satisfaction in their own behaviour acting as a role model for others by championing the importance of offering excellent service to all clients. Demonstrates a sincere need to aid and assist the customer in achieving their objectives for business improvement.
- Confidence** - Shows confidence in self and the ability to take on new challenges and ask for support when needed
- Self-Development** - Strives to enhance their own abilities to learn new things and develop themselves both with company support and individual learning. Demonstrate the ability to "self-motivate".
- Business Awareness** - Shows clear understanding of business, industry and marketplace.