

# Vacancy Announcement

MDF Training & Consultancy is an international agency with over 30 years of experience, a head office in the Netherlands and ten branches world-wide. We have a global network of qualified trainers and consultants and provide high-quality training and consultancy services in over 50 countries. We help to enhance the competencies of staff members, assist organisations to improve performances, maximise the impact of partnerships and networks and focus on sustainable results in projects and programmes. For more information about us, please visit our website: [www.mdf.nl](http://www.mdf.nl).

The branch office of MDF Asia (Vietnam Office) is seeking for a dynamic individual to strengthen our lively team in order to fill the position of:

## **Administration and Customer Service Officer**

*(one-year fixed term contract with possible extension)*

### **Tasks and responsibilities:**

#### **1. Administration duties**

- Ensure a smooth daily operation of MDF office
- Manage interns at MDF Asia-Vietnam Office
- Process legal paper works for office and staff such as visa, work permit, residency card for expat staff etc.
- Provide logistical support before and during the training courses, which includes visa and flights arrangements, booking training venue and accommodation for trainer, preparing training materials, evaluation forms etc.

#### **2. Customer Services duties**

- Answer customer enquiries
- Daily check and record registrations for open-entry courses for Asia branches.
- Provide logistic support to course participants including invitation letters, travel, visa and accommodation

#### **3. Marketing and Business Development duties**

- Manage and update customer's database for MDF Asia – Vietnam office on a regular basis
- Implement marketing campaigns as required by BD & Marketing Manager including email campaigns, telesales, placing adverts, sending out newsletter, distributing brochures to MDF Asia-Vietnam Office client database etc.

#### **4. Financial duties**

- Manage petty cash box; preparing monthly petty cash book and cash count to report to Director
- Record course revenue for open-entry course

**Qualifications of candidates:**

- Excellent command of English (speaking and writing)
- Bachelor degree in a relevant field (administration/marketing/ sale and client relations)
- At least 2 years of relevant experience in office management or customer services in an international organisation
- Excellent communication and interpersonal skills
- Able to set priorities and manage time well
- Able to work independently and in team
- Proactive and enthusiastic
- Vietnamese nationality.

**Expected starting date:** As soon as possible

**Benefits:** International working environment, annual staff retreat, 20 annual leave days, 13<sup>th</sup> month salary and medical insurance

Interested candidates are invited to send their CV's (with two references) and an application letter by e-mail before **21<sup>st</sup> May 2017**:

**MDF Asia (Vietnam office)**  
**mdfic@mdf.nl**

Please note that only shortlisted candidates will be notified.