



## **Swiss Post Solutions Vietnam**

### **Head office: 8<sup>th</sup> floor Saigon ICT Tower, QTSC**

### **Job vacancy: Service Assistant German Language**

Part of the Swiss Post Group headquartered in Bern, Switzerland, Swiss Post Solutions (SPS) is a leading outsourcing provider of solutions for paper-based business processes and innovative services in document management. SPS' 7,400 employees support business clients in the areas of insurance, banking, telecommunications, media, retail, energy supply and travel & transportation with their digital transformation. SPS has an active presence in all important international economic regions and works with specialized partners in selected countries. Our customers rely on us to be their experts in the fields in which they want to stand out from their competition. This makes working for SPS a demanding, but also exciting and challenging experience.

**SPS is seeking an experienced Service Assistant as the below:**

#### **1. Job descriptions**

- Support Service Manager to analyze and study all aspects involved in projects assigned by manager.
- Support Service Manager to communicate with the customer to clarify all project requirements
- Coordinate with other relevant person/departments for project implementation
- Make training plan for all involved Team Leader /Typist in Operation Team (this task needs cooperation from training team)
- Analyze errors, train, give solutions and plans to make sure the project meets all its target
- Coordinate with the relevant teams when there are updates, changes for the project (regarding to capturing rules, new forms, different processes... )

## **2. Requirements**

- Education:  
University or college degree  
Good at German language (Advanced level)
- Soft-skills:  
Negotiation skill, leadership skill  
Problem solving  
Communication and interpersonal skills.
- Attribute:  
Strong multi-tasking abilities  
Good team player  
Hardworking

## **3. Benefit:**

- Salary: Competitive
- Annual salary review based on employee's performance and contribution and another salary review in a year for employees with really excellent performance
- Year-end bonus, Project bonus based on company's salary policy
- Meal allowance
- Healthcare and incident insurance
- Other normal benefits: insurance, 13th salary, annual company trip, team building activities
- Sport activities: Football, badminton

## **Contact information:**

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