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We are the world's leading chemical company because we offer intelligent solutions for our customers and for a sustainable future. We link and develop people with diverse talents all over the world. For you, this means a variety of ways to advance. Not only your performance but also your personality matter to us. At BASF, careers develop from opportunities.

Officer - Sales Support, Agricultural Solutions

OBJECTIVES OF THE POSITION

Provide sales support internally and externally to achieve AP sales target as set by RBU and country.

MAIN AREAS OF RESPONSIBILITIES AND KEY ACTIVITIES

Sales Support Operations

- Update and distribute price list to Sales Supervisors/ Managers. Generate and send quotation to customer
- Attend to customer enquiries on product information, product application, pricing, etc
- Act as first customer contact person to handle customer inquiries
- Maintain price in SAP
- Implement and follow-up marketing and promotion activities with customers and retailers
- Prepare and follow up contract liquidation
- Assist in calculating monthly, quarterly and yearly sales bonus/incentive for customer
- Work with AP Supply Chain for stock allocation and tracking to meet order demand
- Coordinate with Customer Service and Sales Team, Customers on delivery, order release, order combination
- Manage rebate deduction and announcement to customers
- Track collection in working groups as well as directly meeting customer on collection issues
- Handle all customer complaints and raise NCM if needed
- Support sales events, meeting, conferences
- Perform other tasks if required

Customer Management

- Check customers credit status and timely update to responsible colleagues for actions, timely remind customer for debt collection
- Submit and follow credit application for new customers and revised credit limit application when required
- Collect data from Sales team and assist in preparing monthly reports of relevant products to LBM

Location: HCMC

Report to: Deputy Manager - Sales Support and Customer Service, Agricultural Solutions

Contract Type: In-direct hire

Number of Vacancy: 1

For more information or apply via email, please contact Ms. Quynh - HR:
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 **BASF**
We create chemistry

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- Master Data management:
 - + Submit relevant form or document to create new customer record in system
 - + Collect and maintain customer data, including key farmer contacts, retailers and dealers
- Visit customers to build relationship

JOB REQUIREMENTS

- University degree, Business Administration/ Finance/ Agriculture
- Minimum two-year relevant experiences with sales support and customer service experience, able to work under pressure and multi contact
- Knowledge on Agrochemical industry / market / products will be advantage
- Good commands in English is an advantage and MS. Office/ Excel is a must
- Required competencies: Demonstrate Customer Focus, Communicate Effectively, Collaborate for Achievement