



TECHNICAL SUPPORT/CRM SUPERVISOR

Technical Support/CRM Supervisor is expected to set up technical support and management programs for the Bel Ga Vietnam in the South market by cooperating with broiler and layer farmer clients, vaccination suppliers, feed suppliers, slaughter houses and external Food Safety Management teams; to create substantial added value, translated into clear technical result improving action plans, to these stakeholders in particular and the poultry meat value chain as a whole.

The Company

Bel Ga JSC is a 100% subsidiary of a Joint Venture company called BDH Asia, established in The Netherlands between De Heus Animal Nutrition The Netherlands (49%) and Belgabroed Belgium (51%).

De Heus animal nutrition (more than 100 years of experience) is specialized in producing high quality animal feed products in 12 countries worldwide and is a global top 15 player amongst the global animal feed producers. De Heus Vietnam, a subsidiary of De Heus Animal Nutrition The Netherlands, has been growing very rapidly since its establishment in 2008 and has become a top 5 player in animal feed production in Vietnam (750.000 metric tones produced in year 2015).

Belgabroed Belgium (more than 80 years of experience) is the market leader in Belgium in producing High Quality Day Old Chicks, Day Old Layers and Hatching Eggs. Belgabroed is also a prominent producer in the Netherlands and exports its products to neighbouring countries such as France and Germany. Furthermore, high quality Hatching Eggs and Day Old Layers are exported to third countries such as Irak, Lybia, Soedan and Russia.

The head office of Bel Ga JSC is located in Vietnam, province Lam Dong, Bao Loc, Loc son industrial park. Bel Gà is currently producing Day Old Chickens and Day Old Layers mainly for the domestic market and partly for neighboring countries such as Cambodia and Laos. These DOCs, originating from the highly specialized breeding Company Aviagen or Cobb-Vantress, are produced by using modern technology.

Bel Ga JSC is looking for an active, mature and talented **Technical Support/CRM Supervisor** to join the Tech Support/CRM team.

The Job:

- Report to Country Manager Vietnam
- Work closely with Sales, Marketing, Hatchery and VET.
- Customer facing role
- Located mainly in the Southern provinces, later in the northern provinces

Main tasks:

- Support farmers technically to achieve optimal technical performance:
 - o Interpretation of DOCs and DOLs MDA titres to advise clients on vaccination schedule
 - o Critical check on DOCs and DOLs transportation circumstances and apply temperature sensor monitoring if necessary

JOB POSTING

- Develop brooding advise program for farmers to limit 1st week mortality
- Develop technical training and support program for farmers, Specialist visits, Organise seminars for farmers in cooperation with De Heus, Water sample testing, Supporting tools such as chick paper, gasmask for disinfection, Biosecurity stress testing
- Develop veterinarian team to follow up technical management farm
- Set up dual lab testing system for disease diagnose
- Manage data collection broiler and layer flocks
 - Critical look on weekly flock performance reports
 - Advise improvements where necessary
- Manage quality feedback of slaughterhouses
 - Critical look on complaints
 - Crosscheck antibiotic residue sampling
 - Analyze causes and possible solutions
 - Feedback with farmers and suggest sustainable improvements
- Manage, develop, train and motivate dynamic veterinarian support

The Package:

- Professional working environment,
- Competitive compensation and performance bonus,
- Allowance: meal, mobile, transportation...
- Excellent and strategic leaders, friendly and caring colleagues,
- Oversea and local training, high career progress opportunities,
- Team building, healthcare insurance.

The Person: To apply you must have;

- Minimum 5-7 years of relevant working experience in poultry market, strong veterinary background
- Deep knowledge about the poultry market
- Demonstrate leadership skill, able to get people to follow his/her ideas and instructions
- Have good training, presentation and communication skills
- Ability to build up and maintain relationship with clients/key accounts/business partners
- Can work in provinces and ready to travel
- High attention to detail and excellent analytical skills
- Advanced computer skills on MS Office and databases
- Fluent English speaking and writing

The Application: Reply to this job ad by Mar 20th 2019 with a cover letter that details how you match with the requirements of this job. Attach your latest CV. Send your details to:

BEL GA JSC/Tel: +84-63-3710099 / 0945211379/E-mail: elite.dung@belga.com.vn