

JOB DESCRIPTION: CUSTOMER CARE (KNOWING CHINESE)

Job Responsibilities:

- Compile and provide daily market analysis data to customers.
- Monitor, search for, and develop new customers based on data provided by the company. Coordinate between the operations team (OPS) and customers, promptly interacting and offering support.
- Maintain accurate and up-to-date customer data assigned by the company.
- Guide and advise customers on how to trade commodities with the company.
- Receive documents and assist in the opening of commodity trading contracts for customers.
- Address and process customer complaints according to company procedures.
- Collaborate with relevant departments to find solutions to customer issues.
- Stay informed about the latest trends and updates in the derivatives industry.
- Complete internal data entry and provide support for customers as needed.
- Report weekly and periodically as requested by management.

Requirements:

- University or college degree in Business Administration, Finance and Banking, or other related fields.
- Fluency in Chinese, with proficiency in all four skills: Listening, Speaking, Reading, and Writing (HSK Level 4 or higher).
- Experience in Sales or Customer Service is an advantage (training will be provided for those without experience).
- Strong teamwork and communication skills.
- Honest, proactive, and enthusiastic about work.

Benefits:

- **Salary:** 8,000,000 - 10,000,000 VND + KPI (up to 20 million VND).
- Full participation in benefits: social insurance, unemployment insurance, health insurance, and holidays according to regulations.
- Training opportunities and a clear path for career advancement.
- Work in a young, dynamic environment with enthusiastic support from leadership.
- 2-month probationary period (social insurance is paid after official transfer).

Working Hours:

- **Shift 1:** 7:30 AM - 4:00 PM
- **Shift 2:** 4:00 PM - 1:00 AM

Location: 267 Pham Van Dong, Ward 1, Go Vap District, Ho Chi Minh City