



Job title	Country Development Manager - Cross Border
Reports to	MD - SE Asia
Location	Bangkok, Thailand

Job Purpose

The Country Development Manager - Cross Boarder will manage, control and develop all business activities including revenue & profitability performance across channels in accordance with the group business strategy and local business environment. Drive country functional improvement through regionally harmonized processes and procedures in line with ASPAC's direction.

Responsibilities

- Ensure that the annual business plan including revenue, profit and service levels are met and that appropriate and timely corrective actions are taken to rectify any variance.
- Enable and manage the achievement of service performance.
- Actively promote the exchange and adoption of Best Practices within the area/division to leverage collective learning and to improve consistency and productivity.
- Be constantly sensitive to emerging customer and market requirements.
- Manage the effective implementation and use of the appropriate technology in all sections of the service chain, to enhance service and improve productivity.
- Continually review and improve business processes to improve productivity and add value to business unit's services.
- Ensure that cost control programs are effectively implemented in order to manage unit costs.
- Drive country sales improvement through regionally harmonized processes and procedures in line with regional direction and ensure proper usage of sales support processes and tools to ensure sales force effectiveness.
- Provide related sales information (e.g. Sales call, pipeline, etc) as per schedule
- Manage and set the direction to Sales Team for business growth into new and existing customers through up-selling and cross-selling.
- Control all documentation and data relating to customer visits, agreements and terms of reference to ensure customer information is maintained accurately in the customer database.
- Analyse and monitor customer data to measure success and identify fluctuations/trends so as to decide on the relevant actions to be taken.

Requirements

- More than 10 years' experience in a service-related industry in Sales.
- General Management/Project Management experience in National Capacity would be preferred.
- Experience/ Exposure to the Ecommerce Market Segment.
- Significant Mail Industry experience.
- Customer - facing and interaction skills.
- Good interpersonal, negotiation and excellent communication skills.
- Experience in Field & Telesales process management, Sales recording and reporting systems, Sales force automation, Sales Force learning technologies.

- Software skills (MS Word, Excel, PowerPoint, etc.)

Approved by:	JB Hired (on behalf of CEO)
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