



National Sales Manager Thailand & Laos

Customer Services Manager, International Sales

Product Engineering & Performance Intern (Open to expats)

Technical Support Engineering (Supervisor)



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Dextra Group

National Sales Manager, Thailand & Laos

Dextra Manufacturing (Prawet, Bangkok)

Established since 1983, Dextra is a leading manufacturer and distributor of engineered construction products for the building and civil industries, supported by a team of over 900 professionals worldwide. Headquartered in Bangkok, Thailand, Dextra is a privately-owned group of companies with affiliates in America, Europe, Middle East, India and Asia.

Dextra supports and serves the construction industry with smart and dependable solutions that help consultants and contractors design and build ever-challenging structures today for tomorrow's legacy. Whether in the ground, in concrete or embedded in steel structures, made of steel or innovative composite materials, Dextra products ensure the efficiency, integrity and safety of construction projects worldwide.

For more information about our group and activities, please visit us at www.dextragroup.com

Responsibilities:

- To manage sales department and achieve company targets for Thailand and Laos territory.
- To coach and set clear KPIs and objectives to Dextra Thailand sales teams.
- To achieve sales and profit objectives by prospecting & developing business opportunities.
- Seeking out major clients and forming working relationships with the premier buyers in your industry.
- Organize sales presentations to designers, consultants and contractors involved in targeted projects, collect information about their needs and the project, propose appropriate technical and commercial solutions, aim to get the brand specified and/or selected.
- Forming sales strategies by product lines, by elaborating yearly action plans together with Management and product line champions.
- Conduct the expansion of the current network and explore alternatives solutions with new strategic partnerships.
- Define and propose marketing actions to support the Manufacturing sales strategy, within the guidelines and budget of the Group.
- Benchmarking of Dextra Thailand competition, including Market prices information & insights about competitor's overall quality and services.
- Responsible for maintaining effective working relationships with present and potential clients.
- Provides training, guidelines to team to ensure best customer service to clients and business and high level of customer satisfaction. Ensured that team deliver best results as targeted.



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Key Competencies:

- Selling skills
- Contract management
- Local business development
- Pricing
- Market analysis
- Sales strategy
- Logistics
- Finance for sales
- First contact communication
- Sales presentation
- Market knowledge
- Customers relations management
- Negotiation for sales

Qualifications:

- Bachelor or higher degree in civil engineering, mechanical engineering
- At least 5 years' experience in the construction environment (site experience as a Project Manager will be a plus)
- Excellent command of spoken and written English
- Good computer literacy (MS Office)
- Experienced in Sales Management
- High level of inter-personal and communication skills
- Leadership and excellent influencing skills
- Good analytical and problem solving skills



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Responsibilities:

Sales support:

- Order Management: Process, track, and fulfill customer orders throughout the entire order lifecycle, ensuring customer satisfaction.
- Coordination with supply chain, planning & logistics teams to answer customer enquiries, and provide on time delivery.
- Contract management to ensure smooth operations in line with contracts (prices, payment terms and deliveries, etc.)

Forecast:

- Review update and monitor sales forecasts.
- Update demand forecast to supply chain and track demand variation.

Team Management:

- Supervise and lead a team of customer service executives.
- Monitor performance metrics and ensure team adherence to service standards.

Performance Analysis and Reporting:

- Monitor and analyze sales performance indicators (Sales vs Forecast & Budget)
- Track and analyze customer service metrics (Customer Service Level, Lead Time, Customer Satisfaction, resolution time).



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Operation excellence:

- Develop and implement customer service policies and procedures.
- Ensure adherence to processes, especially with IT systems (ERP/CRM)
- Work on continuous improvement to streamline processes.
- Analyze recurring problems and implement solutions to prevent future issues.

Customer Experience Enhancement:

- Initiate and lead initiatives aimed at improving the overall customer experience.
- Identify customer pain points to propose improvements.

Qualifications:

- Bachelor's or Master's degree in Business field
- 5-10 years of experiences in business operations
- Excellent command of spoken & written English
- Excellent computer skills (Microsoft - Excel & Word)
- Good analytical and problem solving skills



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Responsibilities:

You'll be part of Product Engineering & Performance Team with the following Internship Mission "Uncertainty of slip measurement & Environmental impact on video extensometer for slip measurement".

Internship Mission:

- Evaluate uncertainty of slip measurement of mechanical splice and anchorage
- Study on environmental impact on slip measurement by using video extensometer
- Training in testing methods for mechanical splices and headed bars.
- Training on Dextra's product concept
- On the job training at laboratory
- To create work instructions for uncertainty of slip measurements.
- Assessment of environmental impact and proposal of prevention on the impact
- Support to the operation of testing in the laboratory

Qualifications:

- 3rd or 4th year university student, majoring in Instrument or Mechanical Engineering
- Available for a 5-6 months full-time internship

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Technical Support Engineer

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Responsibilities:

The After Sales Services Technical Engineer plays a crucial role in overseeing the technical support and administrative functions within Dextra Group after-sales services department. This position involves technical support assistance, ensuring effective issue resolution, and ensuring all administrative matters follow up.

QHSE:

- **Quality Assurance**
 - Establish and enforce quality assurance processes for technical support.
- **Compliances and Safety**
 - Ensure compliance with relevant regulations, permits, and licensing requirements.
 - Develop and enforce safety policies and procedures for fleet operations.

Technical Support:

- **Leadership**
 - Lead and support the technical assistance, overseeing day-to-day operations and ensuring timely and effective resolution of customer issues.
 - Collaborate with cross-functional teams to address complex technical challenges and improve overall product support.
- **Customer Issue Resolution**
 - Oversee the technical resolution of customer issues, ensuring that support teams address problems promptly and efficiently.
 - Analyse customer feedback and technical issues to provide insights for continuous improvement.

Fleet Management:

- **Assets management**
 - Manage the fleet.
 - Conduct regular inspections and audits to assess the condition of the equipment.
 - Develop and implement strategies to optimize the utilization of the fleet assets.
 - Collaborate with procurement teams to negotiate favorable terms with service providers.



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- **Fleet Maintenance and Repairs:**
 - Develop and implement a preventive maintenance program for the fleet equipment.
 - Coordinate and schedule maintenance and repair activities with internal teams or external service providers.
 - Ensure timely servicing, inspections, and repairs to minimize downtime and maintain optimal equipment performance.
 - Monitor maintenance records and documentation for compliance and accuracy.
- **Data Analysis and Reporting:**
 - Collect and analyze data on fleet performance.
 - Prepare regular reports and provide insights to management on fleet operations.
 - Utilize fleet management software or systems to track and monitor fleet activities.
- **Continuous Improvement**
 - Collaborate with product development and engineering teams to provide feedback from customer interactions and contribute to product improvements.
 - Identify and implement process improvements within the after-sales technical support and training functions.

Spare Parts Inventory Management:

- Maintain a comprehensive inventory of spare parts, ensuring an adequate stock level to meet customer demands and service requirements.
- Regularly monitor stock levels and identify low-stock or obsolete items to avoid potential shortages or excess inventory.
- Collaborate with service technicians and repair centers to identify the most needed spare parts and ensure their availability.
- Facilitate the timely delivery of spare parts to service centers to expedite product repairs.

Cross-Functional Collaboration

- Collaborate with various departments, including sales, marketing, and quality assurance, to ensure a holistic approach to after-sales support and training.

Performance Metrics and Reporting

- Establish and monitor key performance indicators (KPIs) for technical support.
- Provide regular reports to senior management on performance metrics and areas for improvement.

Qualifications:

- Bachelor degree in Engineering or related field
- Minimum 10 years' experience in Engineering related working environment
- Very good command of spoken and written
- Proficiency in Microsoft Office
- ERP software – Microsoft AX
- Experience of machine assembly & design, good leadership & people management skills

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