

JOB TITLE/ Chức danh: HEAD OF OPERATIONS MANAGEMENT DEPARTMENT	Division/ Khối: Property Management
This Position Reports to <i>Báo cáo cho:</i> <ul style="list-style-type: none"> Head of Division 	Positions Reporting to this Position <i>Nhận báo cáo từ:</i>
Summary of Duties/ Tóm tắt nhiệm vụ <ul style="list-style-type: none"> Manage post-handover operations for residential projects and apartment complexes, oversee daily operations, and coordinate with teams to ensure smooth service delivery. Handle customer feedback, encourage resident participation in management activities, and support the development of operational procedures. Provide regular reports to senior management and assist in resolving operational issues. 	
General Scope/ Phạm vi trách nhiệm	
Job Descriptions/ Mô tả công việc <p>Operations Management:</p> <ul style="list-style-type: none"> Manage the organization and implementation of post-handover operations management for residential projects and apartment complexes (including projects already handed over to resident self-governing boards and/or property management boards). Supervise and coordinate with Operations Team Leaders and property management units to serve residents and address daily operational issues. Assist the Director of Operations in executing detailed directives from the Management Board and Executive Board at the project level, while tracking progress, urging implementation, and reporting status. Consolidate information, monitor, support, and follow up with Operations Team Leaders and management units on service fee collection and debt recovery. Support the Director of Operations and coordinate with regional team leaders in organizing the establishment of apartment management boards and residential self-governing boards. Coordinate and monitor internal product handover and acceptance processes between relevant departments, and report to the Division Director and the Executive Board. Assist the Director of Operations and collaborate with specialized departments in developing operating procedures, internal regulations, drafts of documents, contracts, and work standards to enhance operational efficiency and service quality. <p>Partner & Customer Relations:</p> <ul style="list-style-type: none"> Receive and handle feedback from customers/residents in coordination with relevant departments. Plan and encourage resident participation in the formation, nomination, and election of management boards; organize resident meetings and related recognition activities. Participate as a member of the Management Board (BQT) or Self-Governing Board (BTQ) as assigned by the Company or Executive Board. <p>Reporting Duties:</p> <ul style="list-style-type: none"> Receive reports from Operations Team Leaders to coordinate with relevant departments in resolving arising issues, incidents, or technical problems. Consolidate reports and regularly update ongoing tasks received directly from Operations Team Leaders for submission to the Head of Operations Division and the Executive Board. 	

<p>Essential Qualifications/ Trình độ chuyên môn</p> <ul style="list-style-type: none"> • Bachelor's degree or higher • Major in Business Administration, Industrial Management, Engineering, or related fields. • Up to 5 years of experience in operations management, with preference given to experience in managing and operating buildings, urban areas, or projects for investors or professional property management companies. 	<p>Essential Attributes (Knowledge/skills requirements)/ Những yêu cầu cơ bản (Kiến thức/kỹ năng yêu cầu)</p> <p>➤ Knowledge:</p> <ul style="list-style-type: none"> • Operations Management. • Experience in management positions within management boards, or experience in building management with investors or property management companies is an advantage. • Strong knowledge of operations management regulations. <p>➤ Skills:</p> <ul style="list-style-type: none"> • Excellent leadership, organizational, team management, and problem-solving skills. • Exceptional ability to consolidate information, analyze data, and present findings. • Strong communication and relationship-building skills. • Honest, proactive, with a high sense of responsibility.
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Approval/ Phê duyệt

Accepted by/Chấp nhận

 -
 Date/Ngày:

BENEFIT/ Lương, thưởng, đãi ngộ: <ul style="list-style-type: none"> Salary: 	WORK PLACE/ Địa điểm làm việc: <ul style="list-style-type: none"> Saigon Centre Office Building, 67 Le Loi, Ben Nghe, District 1, Ho Chi Minh City, Vietnam
Level <ul style="list-style-type: none"> Level: Division Director 	Industry/ Ngành nghề: <ul style="list-style-type: none"> Property Operations Management
Team size Working Relationships <ul style="list-style-type: none"> Internal: All departments within the company External: Partners, clients, and regulatory authorities 	Language/ Ngôn ngữ: <ul style="list-style-type: none"> English
Ghi chú cho người giới thiệu (quan trọng) <ul style="list-style-type: none"> . 	