

JOB TITLE/ Chức danh: CUSTOMER ADVOCACY MANAGER	Division/ Khối:
This Position Reports to <i>Báo cáo cho:</i> <ul style="list-style-type: none"> Deputy General Director 	Positions Reporting to this Position <i>Nhận báo cáo từ:</i> <ul style="list-style-type: none">
Summary of Duties/ Tóm tắt nhiệm vụ <p>Customer Advocacy Manager is responsible for manage and lead the team to work for turning homeowners and tenants into loyal brand advocates by creating exceptional customer experiences, managing relationships from pre-sales through post-handover and fostering community loyalty. This role focuses on driving positive word-of mouth and improving retention.</p>	
General Scope/ Phạm vi trách nhiệm	
Job Descriptions/ Mô tả công việc <p>Pre-sales (40%)</p> <ul style="list-style-type: none"> Build up and manage all sales agencies' contracts and follow up procedure to make sure they follow up the working procedure. Build up and manage Deposit Agreement, Escrow Agreements, SPA, all sales and agent's forms. Working with agents to align procedures for booking and closing sales. Follow up payment from agencies and purchasers Develop and implement strategies aimed at elevating the buyer's experience across all residential or commercial projects. Act as the voice of the customer internally, ensuring that feedback is used to improve processes and that customer satisfaction remains high from purchase through move-in and after-sales support. Advocacy Program Development: Design and implement a comprehensive customer advocacy program that identifies, nurtures, and leverages satisfied customers as brand ambassadors. Customer Relationship Management (CRM): Develop and implement CRM policies, procedures, and strategies to increase retention and loyalty across company projects. <p>After-sales (40%)</p> <ul style="list-style-type: none"> Follow up billing with Finance Team, request payment from purchasers if any. Management billing and interacting with purchasers. Manage the customer journey through the handover process, unit inspection, and snagging/fit-out phase, ensuring a smooth transition for the client. Directly manage and organize the delivery of gifts (cards, vouchers, etc.) to customers in accordance with the sales policy. Customer Feedback & Insights: Actively seek customer feedback through surveys and interviews, analyze data to identify trends, and implement actionable improvements in service delivery. Conflict Resolution: Investigate customer issues, complaints, and disputes, providing efficient solutions and managing escalations. Internal Collaboration: Work closely with Sales, Marketing and Legal teams to resolve customer issues and ensure project delivery aligns with customer expectations. <p>Others (20%)</p> <ul style="list-style-type: none"> Provide support for other customer-related and internal coordination tasks as required. Perform other duties as assigned by the Line Manager or higher-level management. 	

<p>Essential Qualifications/ Trình độ chuyên môn</p> <ul style="list-style-type: none"> • Bachelor’s degree in Business Administration, Law, Real Estate, Hospitality Management, or other related fields. 	<p>Essential Attributes (Knowledge/skills requirements)/ Những yêu cầu cơ bản (Kiến thức/kỹ năng yêu cầu)</p> <ul style="list-style-type: none"> ➤ Knowledge: <ul style="list-style-type: none"> • 3–5+ years of experience in Customer Success, Key Account Management, Customer Experience, or related roles. • Experience in real estate development, property management, or premium hospitality is preferred. • Good understanding of customer journey, customer service standards, and issue-handling processes. • Pre-sales experience is required. ➤ Skills: <ul style="list-style-type: none"> Technical Skills: <ul style="list-style-type: none"> • Proficiency in CRM software such as Salesforce, HubSpot, or similar platforms. • Good system operation skills and ability to manage customer information/data accurately. • Project management skills to track customer issues, follow up on action plans, and manage key milestones. Soft Skills: <ul style="list-style-type: none"> • Customer-centric mindset with strong empathy and interpersonal skills. • Strong problem-solving skills, especially under pressure or in urgent situations such as handover delays or construction-related issues. • Excellent verbal and written communication skills. • Ability to manage client interactions and deliver clear presentations. • Ability to coordinate with internal departments and support cross-functional tasks when required. • Responsible, autonomous, punctual and detail oriented.
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Approval/ Phê duyệt

Accepted by/Chấp nhận

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Date/Ngày:



<p>BENEFIT/ Lương, thưởng, đãi ngộ:</p> <ul style="list-style-type: none"> • Competitive and negotiable salary based on interview performance and relevant experience. • Social insurance from the first working day (including probation), calculated based on 100% of gross salary. • Private health insurance upon completion of 2 months' probation. • Annual health check-up. • Two performance-based bonus payments per year. • Leave encashment • Annual leave as Labor code and additional paid medical leave provided by the company • Annual salary review. • Special employee home purchase program at cost price. • International working environment with friendly, supportive, and open-minded colleagues. • Other competitive benefits in accordance with company policy. 	<p>WORK PLACE/ Địa điểm làm việc:</p> <ul style="list-style-type: none"> • HCMC.
<p>Level</p> <ul style="list-style-type: none"> • Level: Manager 	<p>Industry/ Ngành nghề:</p> <ul style="list-style-type: none"> • Commercial
<p>Team size</p> <ul style="list-style-type: none"> • 	<p>Language/ Ngôn ngữ:</p> <ul style="list-style-type: none"> • Good command of English (must have).
<p>Ghi chú cho người giới thiệu</p> <ul style="list-style-type: none"> • Working Hours: 9:00 – 18:00, Monday – Friday. 	