

Technical Services Manager, Thailand and Incochina

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Company: Novus International, Inc.

Location: Thailand

Category: other-general

General Responsibilities

Prioritize and schedule technical services for products and programs. Contribute to build Novus into a broader, multiproduct/program and customer focused company. Contribute technical expertise for development of product opportunities and support the launch of new products. Contribute to marketing plans with technical assistance on market surveys, trials, and positioning information.

Influence and convince customers on Novus value proposition

Manage the technical services for assigned Strategic accounts i.e Cargill, CP, Japfa and Betagro in tandem with the assigned sales personnel.

Handle the business to farm (B2F) business development providing indepth knowledge and expertise to the farm/customers for optimal results.

Advise, organize and support launch of new products and related communication plans (translation, press articles, symposium, etc.). Follow-up of product registration, if needed in the area.

Provide presales and post sales technical support to Novus sales organization and customers. Travel with Sales team members and distributors and give technical assistance in meetings with customer. Respond to customer problems and inquiries.

Initiate, organize, and conduct field and customer trials. Build and maintain relationships with

local laboratories.

Update and generate product documentation including data sheets, technical information, product presentation and training materials for the area of responsibility in coordination with Marketing. Translate into the local language whenever necessary.

Write technical reports supporting product development including identification and assessment of opportunities. Technical lead for specific product applications as assigned by Manager. Respond to related requests for reference expertise and technical support to Marketing and Sales.

Provide headquarters with information requested and ensure proper dissemination of information to and from Marketing and Sales function. Participate in global meetings as technical lead and provide program development expertise for assigned geography.

Actively participate in TSM meetings to ensure exchange of technical knowledge, training, focus and alignment. Routine attendance of R&D conference calls, and utilization of R&D personnel in the field to present technical concepts to key customers.

Develop and conduct technical training of on-farm & feed solutions for sales managers, distributor, and farm managers: Feed additives holistic applications on farm & feedmills to maximise the efficacy of Novus products and the customer' profits.

Build and maintain a network of scientific contact in region of Thailand and Indochina, such as Universities, Opinion makers, and research institutes to serve customers' need as required, to provide independent opinion on Novus's products, and to contract application research on new products.

Adhere to the Novus Management System (NMS), Novus Integrity System (NIS) and all policies and procedures related to position assignment.

Key Knowledge/Skills/ Experience

Bachelor's degree or above in Biology or comparable training and 8+ years of animal nutrition experience.

Advanced nutrition knowledge and understanding of all products, competitive products and

customer needs in assigned geography.

Good business knowledge on how to develop business in different types of organization such as premix sector, feed mill sector.

Strong interpersonal and communication skills, including effective presentation skills in explaining complex products.

Proven analytical and problem solving skills with rapid apprehension in responding to customer needs.

Fluent in Thai

Fluent in English.

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