

JOB DESCRIPTION
(Effective Date: 20230809)

Company Name:	Shinhan Life Vietnam
Position Title:	Supervisor, FC Training Operation
Team / Function	FC Training
Reports to:	Manager, FC Trainer
Band/Grade	
Work Location:	Ho Chi Minh
Geographical Responsibilities:	Ho Chi Minh
Roles and Responsibilities <i>Describe specific key functions of the position or the essential areas of responsibilities, listing the most important first.</i> <i>Begin each statement with an action verb</i> <i>Describe what, how, and why role/responsibility is performed.</i> <i>Indicate average percentage of</i>	<p>Job Summary: The Training Support role is responsible for helping and supporting the FC Training and Development Part. This position plays a crucial role in ensuring the smooth execution of training programs and initiatives, as well as supporting trainers and trainees throughout the training process. The Training Support personnel work closely with the training team to ensure that all training activities are effectively coordinated and delivered.</p> <p>Responsibilities:</p> <p>1. Administrative Support:</p> <ul style="list-style-type: none"> - Assist in scheduling and coordinating training sessions, workshops, and other learning events. - Code MoF, Avicad relevant task... - Manage training calendars, including booking venues, arranging logistics, and sending out invitations. - Maintain accurate records of training attendance, evaluations, and feedback. - Prepare training materials such as handouts, manuals, presentations,

<p><i>time each responsibility takes.</i></p>	<p>and multimedia resources.</p> <ul style="list-style-type: none"> - Handle registration processes for trainees, ensuring accurate data entry and timely communication. <p>3. Communication and Coordination:</p> <ul style="list-style-type: none"> - Serve as a point of contact for trainers, trainees, and others regarding training-related inquiries or requests. - Communicate training schedules, updates, and reminders to participants through various channels (e.g., email, intranet). - Coordinate with external vendors or trainers for specialized training programs or guest speakers. <p>4. Evaluation and Reporting:</p> <ul style="list-style-type: none"> - Assist in collecting post-training evaluations from participants and compile feedback for analysis. - Prepare reports on training activities, attendance rates, evaluation results, and other relevant metrics. <p>5. Sales Support: Support sales activity such as events, meeting, forum when needed...</p>
<p>Communication Requirements</p> <p>Internal</p> <p>External</p>	<p>Internal:</p> <p>External:</p>
<p>Minimum Job Requirements:</p>	<p>Education:</p> <p>College graduate or above is required.</p> <p>Experience:</p> <ul style="list-style-type: none"> - Prior experience in a similar administrative or support role is desirable. - Familiarity with training processes and learning management systems is an advantage. - Proficiency in using productivity software such as Microsoft Office Suite (Word, Excel, PowerPoint) and online collaboration tools.

Prepared by:

Agreed by:

[Hiring Manager's signature]

[Employee's signature]

Date:

The above statements are intended to describe the general nature and level of work being performed by incumbent assigned to the job. They are not intended to be an all-encompassing list of all responsibilities, duties and skills required of incumbent so classified. Reasonable accommodation to essential functions of the job will be made if appropriate.