



## PR/094420 | Center Operations Manager

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1513600

**Industry**

Education

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

December 24th, 2024 12:45

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Company and Job Overview**

JAC's client is a S.T.E.M training institution looking for a Operations Manager position.

**Working Hours:** Standard hours are 10am - 7pm, with flexibility to adjust to a 1pm - 9pm shift when required.

**Location:** District 6, Ho Chi Minh City

**Job Responsibilities**
**P&L Management and Accountability**

- Jointly responsible for the center's successful financial performance.

**Client Management and Customer Service**

- To promote client satisfaction and profitable, long-term business growth, cultivate and preserve good relationships with the center team and clients.
- Answer consumer questions right away and take swift, efficient action to rectify any problems
- Provide exceptional customer service to guarantee high levels of client satisfaction.

**Operational Excellence**

- Take charge of the group to promote operational excellence.
- On a daily, weekly, or monthly basis, review operational performance data and offer coaching and feedback to fill in any gaps.
- Provide management with monthly YTD operations performance reports.

**Class Scheduling**

- Schedules for classes should be planned, coordinated, and managed to make the most use of available resources and produce excellent learning results.
- Work together with teachers to guarantee class availability and appropriate assignment.

**Talent Management and Development**

- Assemble, develop, and train a top-performing group of teachers and support personnel.
- To provide sufficient coverage for all classes and activities, plan and oversee staffing needs.
- Regularly assess employee performance and offer helpful criticism.
- Encourage a productive, cooperative, and upbeat work environment.

**Facility Management and Administration**

- Oversee day-to-day activities to guarantee the facility runs smoothly and effectively.
- Assure adherence to safety guidelines and requirements while upholding the hygienic and high-quality infrastructure.
- Oversee the distribution and inventory of resources, including IT resources, office supplies, equipment, space utilization, and instructional materials.

**Job Requirements**

- 03 years or more of experience in administrative, managerial, and supervisory positions in service sectors including hospitality and tourism, with a preference for the teaching profession.
- Growth mindset, positive, can-do attitude, flexibility, adaptability, and energy.
- Degree in any field.
- Fluent in English and has outstanding communication abilities both in writing and speaking.
- Ability to understand and use technology with ease.
- Excellent attention to detail, strong organizational and customer service abilities.
- The capacity to manage several tasks at once and multitask.
- Basic knowledge of P&L responsibility and financial management.

- Ready to work according to a flexible schedule.

#LI-JACVN

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Company Description