



## **Position**

**Communication with Clients Strategy Management Specialist**

## **Country**

**Ho Chi Minh City, Vietnam**

## **Company**

Flow is a one-stop, digital credit management company with the mission to promote ethical and responsible collection in Asia, through customer-centric operational processes integrated with artificial intelligence technologies.

We work with global banks, multi-financial institutions and enterprise companies to recover millions effectively. We understand the challenges both our clients and consumers face when it comes to debt collection and provide support at every stage of the collection lifecycle.

Backed by Dymon Asia, SIG and Digital Ventures, Flow is a leader in ethical, digital collections in Asia, disrupting a multibillion-dollar global industry in non-performing consumer loans. Headquartered in Singapore, we also have offices in the emerging markets of India, Indonesia, and Vietnam.

## **Job Description**

The position is newly launched as well as a whole function itself. It is great opportunity not only join the international environment, but to participate in the basics of the company from greenfield.

## **Main Responsibilities**

- To manage and change a communication with clients' strategy flow script (which is in Excel primarily and developed CRM soft).
- To propose the best way to implement the requested changes within a communication with clients' strategy flow.
- To track and advice the most logical and effective way to implement the requested changes within a communication with client's strategy.
- To hold daily and historical monitoring and control of a communication with clients' strategy execution via resources available.
- To propose the best way of daily monitoring and control processes for that purpose.
- To hold analysis upon the strategies results using resources available.
- To propose reports and processes for the best and effective analysis upon the strategies results.
- To manage communication within implementation of new elements of a communication with clients' strategy, to support mutually

understandable and agreed processes and subjects, to provide active task tracking for those purposes.

- To manage communication within projects with participants.
- To handle and manage the communication on the changes to be implemented upon the analysis received or done by other functions (like risks or IT).
- To manage and compose content and templates of communication channels.
- To hold analysis of templates and content of communication channels.
- To propose the best and effective templates of communication channels to implement.
- To hold and manage communication within templates improvement with internal and external participants.

#### **Qualifications and Experience**

- Detail-oriented and analytical thinking
- Easy to communicate with different types of communicators, personalities, natives of different countries
- Project management style of communication
- At least middle level of English - written and oral
- With strong experience working with Excel, working with data and in project management.
- If you also have experience in fin tech companies or in debt collection or in international companies with diverse background, participants and multiple projects that is great!

To apply: [hr@flow-tech.ai](mailto:hr@flow-tech.ai)