



PR/096049 | General Manager / Operation Manager

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1602397

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 02:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location

Hanoi City, Vietnam

Company and Job Overview

A Japanese-invested technology company specializing in digital solutions and operational support services, expanding its business operations in Vietnam.

Job Responsibilities

- Lead and oversee multiple operational support functions, ensuring alignment with business objectives and organizational standards.
- Act as the primary communication bridge between the Vietnam team and headquarters in Japan, facilitating effective information exchange and reporting in Japanese.
- Translate strategic directions from senior management into actionable plans and ensure smooth implementation across teams.
- Coordinate and manage knowledge transfer projects from Japan, establishing efficient workflows and operational frameworks.
- Develop, optimize, and standardize internal procedures, documentation, and working guidelines to support sustainable operations.
- Monitor transition progress and ensure business continuity while reducing reliance on overseas stakeholders.
- Mentor and support managers and team leaders, driving leadership capability and organizational effectiveness.
- Resolve complex operational issues escalated by team leaders and provide appropriate guidance for decision-making.
- Foster employee engagement, team stability, and talent retention within the organization.
- Initiate and implement process improvement activities that contribute to operational efficiency and business outcomes.
- Set departmental objectives, monitor KPIs, and conduct performance evaluations for team members.
- Participate in recruitment activities and workforce planning initiatives.
- Ensure compliance with company policies and information security standards.
- Promote company values and integrate them into day-to-day operations.

Job Requirements

- Japanese language proficiency at N1 level with strong business communication and professional writing skills.
- Proven experience managing teams of approximately 20 employees or more.
- Demonstrated background in process optimization, operational restructuring, or business transition projects.
- Strong stakeholder management and cross-functional communication capabilities.
- Ability to lead organizational change and manage multiple priorities effectively.
- Self-driven mindset with a high level of accountability and ownership.
- Strong analytical and problem-solving skills.
- Interest in understanding organizational structures and contributing to long-term business growth.
- Prior exposure to Japanese corporate environments is an advantage.

Benefits

- Attractive salary and comprehensive benefits package.
- Annual salary review and performance-based bonus scheme.
- 13th-month salary and additional incentive opportunities.
- Premium healthcare and social insurance coverage.
- Health check-up programs and employee wellness initiatives.
- Access to professional development, training, and leadership growth opportunities.
- Exposure to international business practices and close collaboration with Japanese professionals.

- Modern, well-equipped working environment.
- Company-sponsored team-building activities and employee engagement programs.
- Open, collaborative, and performance-oriented workplace culture.

Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.
#LI-JACVN

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.vn/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

Company Description