



COUNTRY OPERATIONS MANAGER

Company: Cloudwell Water Technologies

Location: Ho Chi Minh City (Saigon)

About the Company

Cloudwell Water Technologies is a Social Purpose Corporation that specializes in professional rainwater harvesting, water treatment, and water systems management. The company's primary focus is supporting schools, healthcare clinics, and other public infrastructure, allowing them to operate completely off treated rainwater. Cloudwell Water Technologies is regionally based across Southeast Asia, with current operations in Vietnam, Malaysia, and Indonesia. Cloudwell Water Technologies serves as the for-profit leg of the International NGO, Gravity Water.

Position Overview

Core purpose: This is an operational leadership role. Its purpose is to determine and delegate tasks across the team, ensure timelines are met, and ensure processes are followed across three connected areas: (1) Project Coordination & Team Management; (2) Supply Chain/Warehouse Management; and (3) Maintenance Management.

KEY RESPONSIBILITIES

- Coordinate staff, schedules, and daily operations across active project installations, warehouse management, and maintenance
- Oversee procurement, inventory, and production, and align warehouse priorities with active project needs
- Oversee maintenance response times and quality across all installed systems
- Direct and delegate work to Project Coordinators, warehouse staff, and Maintenance Technicians, and report regularly to senior management

Detailed Responsibilities

1. PROJECT COORDINATION & TEAM MANAGEMENT

- Direct and supervise Project Coordinators across all active installation projects, ensuring each project stays on schedule and meets quality standards.
- Determine and delegate tasks to Project Coordinators, warehouse staff, and Maintenance Technicians, and confirm they are completed on time.
- Ensure SOPs and standard processes are understood and followed across all teams.
- Organize staff schedules and daily/weekly work plans across coordination, warehouse, and maintenance functions.
- Proactively identify and resolve issues (ex. delays, shortages, quality failures, safety concerns), escalating to senior management when needed.
- Train and onboard new Project Coordinators and Maintenance Technicians on processes and tools.
- Communicate regular status updates on projects, warehouse operations, production, and maintenance to senior management.
- Coordinate delivery schedules and material readiness with Project Coordinators for each active project, adjusting warehouse dispatch priorities based on real-time field updates.

- Track and log field material requests separately from standard Production/Build Team requests, and escalate any mismatch between planned and actual field delivery needs.

2. SUPPLY CHAIN / WAREHOUSE MANAGEMENT

- Oversee procurement and supplier relationships; monitor stock levels, source and evaluate suppliers, negotiate pricing, and approve purchase orders.
- Maintain accurate inventory records and oversee regular physical stock counts, investigating and resolving any discrepancies.
- Oversee production schedules, ensure fabrication follows SOPs and diagrams, and sign off on quality checks.
- Organize and maintain the physical warehouse; zones/racks, safety compliance, receiving area, and the dispatch sign-off protocol.
- Coordinate warehouse staff schedules and daily task assignments, and align warehouse priorities with active project timelines and field material needs.
- Report regularly to senior management on stock, procurement, and production status.

3. MAINTENANCE MANAGEMENT

- Supervise Maintenance Technicians and manage preventive maintenance schedules for all installed systems.
- Ensure maintenance requests and reports are responded to within 48 hours.
- Review and approve maintenance visit reports, and confirm reported issues are fully resolved.
- Track recurring maintenance issues and escalate patterns to management for root-cause resolution.
- Ensure Maintenance Technicians follow safety and quality protocols during all site visits.
- Coordinate maintenance scheduling with Project Coordinators to avoid conflicts with new installation work.

REQUIREMENTS

- Based in Ho Chi Minh City (Saigon), District 6, or able to work on-site there daily
- English required (spoken and written); Vietnamese fluency also required
- 2+ years of experience in operations, logistics, procurement, or project management; prior team-leadership or supervisory experience.
- Bachelor's degree in a related field, or equivalent practical experience
- Strong organizational and communication skills; comfortable with Google Suite

To Apply

Send your CV and a short cover note to Jane@cloudwellwater.com with the subject line "Country Operations Manager Application." Applications must be submitted by EOD sep 30, 2026.