

INSPIRING WORK SERIOUS PLAY



POSITION: PRODUCT RETURN AND EXPIRED GOODS COMPLIANCE OFFICER
DEPARTMENT: SALES
LOCATION: VIENTIANE HEAD OFFICE

ROLE OVERVIEW

The role involves controlling and monitoring the product return and expired goods processes to ensure full compliance with company policies and standard operating procedures (SOPs). This includes tracking the progress of daily operations for product returns and expired goods returned from the market, so that every case is handled efficiently and on schedule. The ultimate goal is to maintain customer satisfaction by making sure customers receive their compensation within the committed timeframe.

WHAT YOU'LL BE DOING

- Tracking the progress of expired product claims and compensation requests
- Coordinate with our customer such as distributors & rebate outlet, KA..., etc.
- Internal coordination with sales, warehouse, logistics and finance department to resolve the issue
- Set schedule to monitor the expired product at LBC's physical warehouse from time to time.
- Reporting the status of expired claim & compensation & related parties.
- Support internal and external audit requirements related to returns and expired goods, maintain proper records and audit-ready documentation
- Identify control gaps and recommend improvements.

WHAT WE'RE LOOKING FOR

- Diploma or bachelor's degree in business administration, Accounting, Supply Chain, Logistics, Warehouse management or a related field
- 2 years' experience in inventory management, documentation administration
- English (good written & spoken).
- Computer skills (Excel, Microsoft Office & standard reporting tools).
- Has analytical/numerical skills to support simple verification.
- Good interpersonal & good public communication skills.



OUR GROWTH CULTURE

Semper Ardens

- Always burning, striving for more
- Sets clear and stretch objectives and rigorously tracks delivery
- Seizes opportunities, embraces and drives change

Positive energy and compassion

- Proactively aligns self and team towards agreed priorities
- Actively promotes 'one-team' spirit and collaboration across functions

Consumer Passion

- Anticipates and acts on the needs of consumer/customer/society
- Always have the consumers interest at the heart of all decisions.

Decide fast and deliver with excellence

- Takes and executes decisions with quality and speed
- Plans effectively, sets priorities and puts ideas into practice
- Takes into account details and big picture when solving problems

Empower, support and grow our people

- Involves and inspires others and gives people responsibility
- Listens actively and wins others over to win-win solutions
- Detects and encourages talent and coaches towards company targets

HOW TO APPLY

Please submit your updated CV and cover letter (in English) to recruitment@beerlao.la before the application deadline of 20th October 2026. For more details, please contact our recruitment team at 020 56556272 or 020 57895255.

BREWING FOR A BETTER TODAY AND TOMORROW

For us success has always been in the diverse mix of our people, our beers, and our brands. At Lao Brewery, we want to recruit and develop people with a global mindset, cultural understanding, and international experience to ensure that our organization stays agile, inclusive, and prepared for future growth. Only by acknowledging and harvesting from different perspectives and experiences, we will gain competitive advantage and leverage the effect of diversity for business growth. LBC aims to create equal access to opportunity regardless of social identity, and we encourage everyone to apply regardless of gender, nationality, race, religion, or any other characteristics protected by law.

