

JOB DESCRIPTION

Phare Ponleu Selpak (PPSA) or “The Brightness of the Arts” is a non-profit Cambodian association improving the lives of children, young adults, and their families with art schools, educational programs, and social support since 1994. Find out more details about Phare Ponleu Selpak at our website: www.phareps.org

We are now seeking a qualified Cambodian candidate to fill in the position of **Business Development Coordinator** to be based in Battambang province.

Job Summary

The Business Development Coordinator provides essential operational, administrative, and customer service support to drive PPS’s revenue growth and market expansion. Operating under the direct supervision of the Business Development Manager (BDM), the Coordinator helps execute business development strategies, coordinates client communications, and maintains the department’s daily operational pipeline.

Additionally, the Coordinator supports the execution of the department's workshop and event portfolio, assisting with logistical planning, vendor coordination, on-site administration, and post-event reporting to ensure alignment with organizational goals.

Duties and Responsibilities

The Business Development Coordinator is responsible for the following:

Operational Support & General Responsibilities:

- **Strategy Execution:** Assist in implementing sales and business development initiatives to help meet departmental revenue targets.
- **Market Research:** Conduct background research on priority sectors, market routes, and industry trends to support the BDM in identifying new business opportunities.
- **Lead Generation Support:** Maintain and update the lead generation tracking system, researching potential high-value clients and institutional partners.
- **Stakeholder Communication:** Serve as a primary point of contact for routine client inquiries, managing day-to-day communication with corporate sponsors and partners to ensure high satisfaction.
- **Administrative & Financial Assistance:** Support budget tracking, prepare invoices, follow up on payments, and maintain organized documentation for critical accounts.
- **Reporting:** Assist the BDM in gathering data, tracking sales metrics, and drafting progress reports, financial updates, and client analytics.
- **Team Collaboration:** Actively participate in departmental meetings, collaborating with the BDM and other team members to foster a high-performing culture.

Customer Service & Relationship Management:

- **Service Delivery:** Deliver high-quality customer service during client onboarding and handle daily inquiries or feedback according to established institutional standards.
- **Confidentiality & Compliance:** Strictly adhere to data protection laws and maintain total confidentiality regarding corporate operations, client data, and proprietary information.
- **Issue Resolution:** Handle basic customer complaints efficiently and escalate complex issues to the BDM promptly with relevant background context.

- **Volunteer Coordination:** Help coordinate and guide student volunteer teams on-site to ensure seamless customer service delivery during daily operations and events.
- **Feedback Collection:** Gather and compile customer feedback and operational data to help the department continuously innovate its service delivery.

Workshop & Event Portfolio Support:

- **Logistical Planning:** Assist in drafting event proposals and coordinate the logistical arrangements for all workshops and hosted events.
- **Contractual Documentation:** Coordinate with vendors and service providers to gather Service-Level Agreements (SLAs), compliance documents, and insurance coverages for review and authorization by the BDM.
- **Cross-Functional Coordination:** Liaise directly with the Technical and Maintenance, and Marketing teams to ensure proper venue setup, adherence to production timelines, and precise brand marketing placement.
- **On-site Safety & Support:** Assist in implementing safety protocols, security measures, and contingency plans on-site during events to safeguard participants and assets.
- **Post-Event Administration:** Compile event wrap-up data, track expenses for financial ROI summaries, and collect impact evaluations for post-event analysis.

Qualifications Required

- **Experience:** 1 to 3 years of experience in business development, sales, marketing, or administrative support roles. Experience in customer service or event coordination is a strong asset.
- **Education:** Bachelor's degree in Business Administration, Marketing, International Relations, or a related field.
- **Industry Knowledge:** Deep interest in and strong working knowledge of the Art Industry and cultural sector.
- **Languages:** Professional fluency in English (both spoken and written).
- **Interpersonal Skills:** Strong communication, relationship-building, and customer service skills, with the ability to work effectively in a team environment.
- **Organizational & Analytical Skills:** Good numerical literacy, strong attention to detail, and the ability to organize data and spreadsheets efficiently.
- **Task Management:** Excellent time-management and multi-tasking skills, with the ability to handle administrative deadlines reliably.
- **Digital Proficiency:** Strong competency in Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with digital/social media tools and CRM databases.

Application Information

Interested candidates are invited to submit a CV and cover letter outlining their relevant experience and qualifications to Phare Ponleu Selpak by **6:00 PM of July 16, 2026**.

Attention: HRM

Anhchanh Village, Ochar Commune, Battambang City, Battambang Province, Cambodia
Or via email: sareth.k@phareps.org / panchanak.p@phareps.org

Only short-listed candidates will be contacted for an interview.

The successful candidate must comply with PPSA's Safeguarding Policy and uphold the values and mission of Phare Ponleu Selpak.

Noted: Phare Ponleu Selpak upholds a zero-tolerance policy against sexual exploitation, abuse, and harassment. All staff are required to adhere to our Code of Conduct and PSEA policy.