



## **JOB OPPORTUNITY**

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.

We are now seeking a qualified Cambodian candidate to fill in the position of **Guest Experience Officer/Tour Guide** to be based in Battambang province.

### **Position Summary**

The Guest Experience Officer/Tour Guide is responsible for efficient management of the customer/guest life cycle providing excellent guest experience to meet the organization’s objectives.

### **Roles and Responsibilities:**

- Conduct tours on PPSA campus from Monday to Friday and deliver a clear and appropriate message to visitors defined in collaboration with the Communication Department.
- Great all visitors with a friendly, encouraging attitude, ensure an excellent customer service.
- Sell tour visits.
- Respond promptly to customer inquiries, deal with customer complaints and report any problems to the supervisor.
- Promote PPSA programs and tactfully encourage visitors to support.
- Make sure the welcome desk is well organized, clean and tidy at any time of the day.
- Collect feedbacks from visitors and customers whenever it is possible.
- Try to improve the campus visit experience through feedbacks.
- Assist in selling products and services at the Bar and at the Boutique, as needed.
- Perform other duties as assigned by supervisors and/or Manager.

### **Required Skills/Qualifications:**

- Fluent in spoken and written Khmer and English
- Bachelors’ degree in communications, marketing or related field preferred



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Phare Ponleu Selpak

- Strong interpersonal skills, including the ability to project a warm, welcoming and positive attitude
- Good organizational with a strong attention to detail
- Demonstrated experience and education in Customer Service, Marketing and Sales.
- Strong knowledge of emerging customer engagement channels
- Energetic collaborator, influential communicator and technology savvy
- Some experience in non-profit sector preferred
- Strong proficiency with Microsoft Office software
- Flexibility to adapt to emerging needs and changing priorities
- Commitment to the PPSA’s vision, mission, and goals

Please submit your application with detailed CV and recent photo to PPSA through contacts below by February 20, 2019 before 6:00PM

Attention: HRM

Anhchanh village, Ochar commune, Battambang city, Battambang Province, Cambodia.

Or

[sareth.k@phareps.org](mailto:sareth.k@phareps.org) and [kimleng.c@phareps.org](mailto:kimleng.c@phareps.org)

Short-listed candidates only will be contacted for interview.

All successful candidates must comply with PPSA child protection policy & code of conduct.