

## 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 full-time position of **Sales Representative** to be based in Battambang province.

### Position Summary:

The Sales Representative will be responsible to build and maintain first-class relationship with tour agencies, and retailers. The person will be in touch with campus visitors and customers on a daily basis. He manages all visitor bookings, advertising materials and campaigns related to sales activities. He/she sells tickets for the circus shows and campus visits. This full-time position strongly supports the income generation activities of PPSA, and reports to the Workshops and Events Coordinator.

### Main Roles and Responsibilities:

Main Roles and Responsibilities of the position include, but are not limited to:

Ticket seller tasks:

- Deal directly with customers either by telephone, electronically or face to face.
- Book and/or sell tickets (shows and visits) and complete administrative process for tickets with the Finance team.
- Coordinate the campus visit bookings' schedule.
- Greet customers and provide them information about PPSA.
- Respond promptly to customer inquiries and handle and resolve customer complaints.
- Follow up on customer interactions and collect customer feedbacks.
- Conduct campus visit tours on PPSA campus and assist in selling products and services at the Bar and at the Boutique, as needed.
- Sell tickets, collect donation and prepare report during show evenings (5.30pm – 8.30pm).

Sales representative tasks:

- Present, promote and sell PPSA products and services to existing and prospective customers, tour agencies and retailers.
- Be the main contact point between PPSA and its business partners, tour agencies and retailers. Manage daily relationship with them.
- Develop and maintain positive business and customer relationships. Constantly develop the number of business partners.
- Evaluate existing partnerships, review contracts, update contact lists and contracts.
- Provide first-class customer service for partners (tour agencies, retailers) to avoid any problems and complaints in order to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales efforts with team members and other departments.
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Be informed of best practices and promotional trends, and suggest changes for development.



- Work closely with the Workshops and Events Coordinator.
- Work closely with the Communication team on sales related advertising and promotional campaigns, materials.
- Continuously improve through feedback.
- Perform other duties and responsibilities, as assigned by supervisor/manager.

**Required Skills/Qualifications:**

- Fluent in spoken and written Khmer
- Advanced level of English spoken and written
- Some experience in non-profit sector preferred
- Some experience in sales activities (tourism, hospitality, etc.) is an advantage
- Proficiency with Microsoft Office software
- Strong interpersonal skills, including the ability to project a warm, welcoming and positive attitude
- 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 August 16, 2019; by 6:00PM  
Attention: HRM

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

Or

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

Short-listed candidates only will be contacted for interview.

The successful candidate must comply with PPS child protection policy & code of conduct, and Adherence to the values and missions of Phare Ponleu Selpak.