**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 a **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 to meet organization’s objectives, guest experience.

## 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
* 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 6:00PM of December 6, 2019

Attention: HRM

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

Or

Sareth.k@phareps,org

Short-listed candidates only will be contacted for interview.

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