**JOB OPPORTUNITY**

## Phare Ponleu Selpak Association (PPSA) is a Cambodian non-for-profit organization based in Battambang province. *F*or 25 years, PPSA has *provided the* vulnerable children and youth of our community with unique opportunities to develop themselves and their families through visual art, graphic design, animation, music, theatre, dance and circus training, social support and general education programs. Find out more details about PPSA at our website: www.phareps.org

## 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 individual tour agencies, and retailers. The person will be in touch with campus visitors and customers on a daily basis. He/she manages visitor bookings, workshop and event bookings and advertising materials and campaigns related to sales activities. He/she sells tickets for the circus shows and campus tour. This full-time position strongly supports the income generation activities of PPSA, and reports to the Sales and Operations Manager.

**Main Roles and Responsibilities:**

Main roles and responsibilities of the position may include, but are not limited to:

Key account management:

* Respond promptly to customer inquiries face to face, by phone or mail and handle and resolve customer complaints.
* Present, promote and sell PPSA products and services to existing and prospective customers, tour agencies and retailers.
* Follow up on customer interactions and collect customer feedback.
* 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 service for partners (tour agencies, retailers) to avoid any problems and complaints in order to maximize satisfaction.
* Be informed of best practices and industry trends, and suggest changes for development.
* Work closely with the Communication team on sales related advertising and promotional campaigns, materials
* Achieve agreed upon sales targets and outcomes within schedule.
* Coordinate sales efforts with team members and other departments.
* Supply management with monthly sales reports and reports on customer needs, problems, interests, competitive activities, and potential for new products and services.

Ticket sales & tours:

* Book and/or sell tickets (shows and tours) and complete cashier process with the Finance team.
* Coordinate the campus tour bookings’ schedule.
* Conduct tours on PPSA campus as needed.

Workshops & events:

* Prepare proposals, contracts and invoices for clients, sponsors and vendors.
* Prepare rooms for workshop and events and ensure cleanliness in collaboration with Technical and Maintenance team.
* Liase between the school trainers and the client to ensure smooth delivery of services.

Customer Service:

* Greet all visitors in a friendly manner and ensure excellent customer service while upholding Phare’s child protection policy.
* Follow up on customer interactions and collect customer feedback.

Other responsibilities:

* Ensure timely data entry of visitor, retailer and agency contact details in Salesforce.
* Assist with other responsibilities of the income generation department (boutique & bar) as needed
* 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 **March 13, 2020 before 6:00PM**

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.

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