**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 & Operations Manager** to be based in Battambang province.

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| **Job Title:** Sales & Operations Manager **| Reports to:** Development & Communications Manager.**Employment type:** Full-time, 40 hours/week; 1-year contract **Location & Mobility**: Based in Battambang, Cambodia. Occasional travel is expected to Phnom Penh and Siem Reap. |

# **Position Description:**

The Sales & Operations Manager is responsible for all aspects and functions of the Sales department and the guest experience on campus including workshops, events, tours, bar/café and boutique. This includes bar/café and boutique sales, staff supervision, guest interaction and satisfaction while ensuring the achievement of the annual Sales targets. This position also needs to oversee and ensure that the organization Health, Safety & Environment as well as Child Protection policy is implemented at all times. Additionally, he/she need to motivate & lead the team to work as part of the wider PPSA team in order to promote a positive image of the organization at all times.

**Duties and Responsibilities:**

* Responsible for achievement of annual sales targets across all services and product categories (bar & boutique sales, workshops, events, shows and tours revenue).
* Ensure that all guests/visitors experience outstanding service at all times
* Manage team of sales representatives, bar, boutique, tour guides to meet and exceed expectations of the guests
* Anticipate guests’ needs, and respond promptly and acknowledge all guests, handle and resolve guest complaints, ensuring guest satisfaction.
* Work closely with the Communication team on PPS advertising and promotional campaign and creation & delivery of impactful tours that result in increased donations.
* Oversee coordination, shipment, stock control, sales reports of boutique items to partner outlets around Cambodia.
* Oversee all stock/supplies/product purchases, inventories and stock levels within the operation to minimize stock loss.
* Review sales for previous day; ensure accuracy of daily financial transactions and resolve discrepancies with Finance and track actual against budget.
* Adhere to and oversee compliance of established organization policies, such as safekeeping of organization funds and property, personnel practices, security, sales and record-keeping procedures, and overall maintenance of the store.
* Review operational reports and records to ensure adherence to organization policies and procedures, and monitor the profitability of all income generating activities.
* Inspect all aspects of reception, bar & boutique and storage areas ensuring compliance with standards of cleanliness and the Organization Health, Safety & Environment policy. Direct respective personnel to rectify deficiencies immediately.
* Inspect, plan and ensure that all materials and equipment are in complete readiness for service; rectify deficiencies with respective personnel.
* 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 and maintain Salesforce database.
* Coordinate and support the sales efforts including the booking of events, workshops, tours and show tickets as required, prepare quotations and support the operations.
* Present, promote and sell PPSA products and services to existing and prospective customers, tour agencies and retailers.
* Supply management with monthly sales reports and reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
* Develop strategies that support the services, efficiency, and productivity in order to increase number of visitors and sales across all income areas.
* Be informed of best practices and industry trends, and suggest changes for development.
* Manage workloads for direct reports, prepare shift schedules and conduct regular performance evaluations with staff members
* Provide ongoing professional support and development for team members
* Inspect grooming and attire of staff; rectify any deficiencies.
* Perform other duties and responsibilities, as assigned by supervisor/manager.

**Qualifications Requirements:**

* Graduates bachelor degree and/or diploma in hotel or other related fields.
* Computer Knowledge and experience in MS office, Point of Sales, Inventory and store programs.
* Be able to communicate fluently in Khmer and English (both in writing and speaking) and other languages are advantages.
* Broad understanding of tight stock management procedures and target orientated individual with the ability to work to set deadlines.
* Great attention to detail,
* Talent in customer relations management and is motivated to go the extra mile.
* 2-3 years of bar and boutique, or hotel/ restaurant management experience, or previous experience in similar Job role.
* Strong understanding of the Bar and Boutique Industry and Clientele
* Ability to develop, motivate, and train staff, and build strong internal and external relationships
* Ability to prioritize tasks and manage time wisely in a fast-paced environment
* Communicate in a clear, concise, understandable manner, and listen attentively to others.
* Strong interpersonal, communication, and organization skills
* Be able to work a flexible schedule based on business needs that includes, evenings, some weekends and some holidays.
* Be able to operate all necessary equipment to perform the job
* Experience managing teams required.

Please submit your application with detailed CV and recent photo to PPSA through contact 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.