

JOB OPPORTUNITY

Phare Ponleu Selpak – meaning The Brightness of the Arts – is a Cambodian non-profit art school located in Battambang, empowering children, youth and communities through artistic, educational, social and community outreach programs since 1994. Find out more details about Phare Ponleu Selpak at our website: www.phareps.org

We are now seeking a qualified Cambodian candidate to fill in the full-time position of **Business Development Assistant** to be based in Battambang province, Cambodia.

Job Summary

A Business Development Assistant works under direct supervision of the Business Development Officer, is responsible for the implementation of business development strategies to heighten PPS's profitability. His duties include identifying business opportunities to pursue and creating business proposals.

The Business Development Assistant is also responsible for the development and execution of workshop/event projects. The typical day-to-day activities of the Business Development Assistant will vary depending on the type of workshops/events he is working on. However, the Business Development Assistant will generally be involved in helping produce proposals for workshops/events, finding a suitable venue, planning layout of the rooms and the entertainment programs and organizing facilities and amenities such as car parks, security, first aid, and make sure all participants have insurance coverage during the workshops/events.

Duties and responsibilities:

The Business Development Assistant's responsibilities include, but not limited to:

General responsibilities:

- Manage the communication of the organization with clients via means like emails, telephones, websites, and other channels of communications.
- Respond to inquiries made by clients about organization products and services in a timely and friendly manner.
- Act as link between the organization and the clients to ensure clients take more interest in products and services rendered by the organization.
- Identify and communicate with new business leads for the organization.
- Develop good knowledge regarding priority sectors, like market routes and trends; this enables the organization improve on its effectiveness in service delivery.
- Provide required support for the organization's business development team, especially in activities relating to account management.
- Perform various tasks, like recording minutes during meetings.
- Develop operational contacts, which will provide needed support for the tasks undertaken by the organization's business development team.
- Do clients visit reports.

- Manage reports and information to ensure the organization meets up with requirements made known by clients.
- Support the Business Development Officer in sales when required.
- Assist the Business Development Officer to make inquiries on small projects and to handle them from start to finish.
- Cooperate in positive manner to the growth of the organization by providing required assistance to relevant staff and organization's partners.

Customer Service Responsibilities:

- In conjunction with the Business Development Officer, welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
- Maintains customer confidence and protects operations by keeping information confidential.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives (student volunteers).
- Ensure customer satisfaction and provide professional customer support.

Workshop/event Responsibilities:

- Prepares rooms for workshop/event guests include but is not limited to: placement of furniture, placement of welcome package, etc.
- Monitoring cleanliness of and readiness of rooms; communicate problems with Technical and Maintenance Team.
- Keep inventory of guest supplies.
- Performs Check-ins and outs for workshop/event guests.
- Maintains accurate and up-to-date records and files for all event management projects.
- Secures all required contracts, invoices, proof of insurance and other documentation as needed.
- Maintains current information in organization databases for business contacts, consumer databases, sponsors and vendor lists.
- In conjunction with the Development and Communications Manager, creates proposals, contracts and invoices for clients, sponsors and vendors.
- Manages proposal and contract tracking.
- Develops workshop/event specific organizational tools such as production timelines, contact lists, on site deliverables schedules.
- Provides supports and completes tasks required for workshops/events execution.

- Help to manage production of printed materials, brochures, signage and other marketing pieces.
- Compiles post-workshop/event wrap up reports, evaluations and client summaries.
- Conserves time of organization by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- And any other tasks assigned by the Business Development Officer.

Requirement:

- At least 1 to 2 years of experience in sales / marketing / business development role
- Fluent in English (spoken and written)
- Highly proficient in Microsoft Office packages – mainly Word, Excel and PowerPoint.
- Excellent interpersonal and communication skills are essential.
- The ideal candidate will be someone who enjoys dealing with people, creating and maintaining relationships.
- Strong organizational skills.
- Be able to work on own initiative as well as part of a team.
- Have good time management and planning skills.
- The ability to meet multiple project deadlines.
- Excellent attention to detail.
- Have the ability to multi-task and work under pressure.
- Have a good Telephone Manner.
- Interest in the Art Industry.
- A good working knowledge of social media marketing tools.

Please submit your application with detailed CV and recent photo to PPSA through contact below
by 6:00PM of May 19, 2023

Attention: HRM

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

Or

sareth.k@phareps.org and vuthyra.t@phareps.org

Short-listed candidates only will be contacted for interview. The successful candidate must comply with all PPS rules and Policies, especially Safeguarding Policy, and adherence to the values, and missions of Phare Ponleu Selpak.