

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 **Café & Boutique Sales Associate** to be based in Battambang province.

Position Summary

The Café & Boutique Sales Associate, under direct supervision of the Business Development Coordinator, is responsible for the day-to-day operations of the café and boutique. His/her responsibilities include, but not limited to: ensuring that the café is clean and well-presented at all times, overseeing the maintenance and repair of café equipment, ordering of café and boutique supplies, resolve customer complaints, and ensuring that relevant rules and regulations related to food health and safety, and cleanliness are adhered to.

The Café & Boutique Sales Associate is also responsible for managing the café and boutique inventory and purchase merchandise based on the organization's needs. He/she has to also conduct inventory checks and maintain reports of purchases and pricing. He/she has to be familiar with supply chain procedures and have good communication skills to interact with vendors, clients and internal teams. Ultimately, he/she has to increase profitability and effectiveness by maintaining optimal stock levels of quality products at all times.

In addition to the above-mentioned responsibilities, he/she is expected to help with taking visitors on the campus tour when needed.

The Café & Boutique Sales Associate's responsibilities include:

- Manage day-to-day operations of the café & boutique including supervising support staff.
- Responsible for sales at boutique/Café and at pop-up locations including the online boutique shop.
- To ensure a high level of customer service is offered, nurturing friendly relationships to increase loyalty and boost our reputation.
- Solve and manage customer issues as they arise and refer to superior when necessary.
- Maintain updated records of daily, weekly and monthly revenues and expenses.
- Add new menu items based on seasonality and customers' preferences.
- Ensure all cafe areas are clean and tidy.
- Communicate with the Business Development Coordinator on a daily basis with information regarding personnel, product and procedures.
- Aware of the daily/monthly/quarterly sales goals to meet and exceed them.
- Ensure good housekeeping is maintained throughout all areas in the café and communicate with the Business Development Coordinator in case an incident happens.
- Preparing weekly work schedules for staff and finding suitable replacements in cases of staff absence.
- Ensuring that all café expenses are within budget and identifying ways to decrease operational costs.
- Receiving delivered café supplies and verifying that the correct items and quantities have been delivered.

- Resolving customer complaints regarding food quality and customer service.
- Suggesting new menu items based on customers' preferences and feedback.
- Identifying strategies to retain and attract customers.
- Respect diversity and confidentiality, including safeguarding of customers personal information
- Document unsatisfactory performance and policy violations in a consistent and timely manner.
- Verbally communicate with clients in a clear manner
- Count cash and balance registers and cash deposits

Inventory Management for Café and Boutique

- Maintain accurate record of boutique and café inventory and manage stock according to set standards.
- Ensure regulation of in-stock level complies with inventory parameters.
- Work closely with vendors and suppliers to ensure supplied products are of consistent quality and readily available for replenishment.
- Forecast supply and demand to prevent overstocking and running out-of-stock (OOS)
- Enter purchase details (vendors information, invoices and pricing) into internal databases
- Track shipments and address any delays
- Ensure proper storage and arrangement of stock and manage operations in line with set product policies and procedures.
- Establish and maintain good working relationships with suppliers to enable easier procurement of products.
- Ensure purchase inventory is within specified budget; readily notify the Business Development Coordinator when budget is exceeded.
- Oversee storage of products, particularly of fragile items and items with expiration.
- Evaluate suppliers' offers and negotiate profitable deals
- Coordinate regular inventory audits
- Liaise with relevant staff and other internal teams to test products' quality.
- Keep updated inventory records
- Ensure purchases do not exceed budget

Requirements and skills

- At least 2 years of experience in the hospitality industry
- Bachelor's degree or certification in business administration or business management is advantageous
- Excellent customer service attitude and service skills
- Effective communication skills including negotiation abilities in English and Khmer
- Good organizational, time management and math skills
- Accountable and transparent, especially with financial dealings.
- Sound knowledge of food, health and safety regulations
- Availability to work within opening hours (including weekends and holidays)
- Proven work experience as a Stock Controller, or similar role
- Active participation in inventory audits

Please submit your application with detailed CV and recent photo to Phare Ponleu Selpak through contact below by **6:00PM of September 29, 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.