



Job description

Customer Services Officer/ Coordinator

November 2022

About G2K:

Gateway to Khmer (G2K) is a Khmer language school, and we are committed to providing the very best quality language and culture education in Cambodia. The school offers a comprehensive learning program, highly trained teachers and regular assessment for all students.

We want to enable expatriates in Cambodia to thrive, to integrate well into their new communities, to meet, work with and serve people using local language, and to do so with respect for Khmer culture.

The school opened in 2014, and our students are diverse in nationality and purpose in Cambodia. While most work for NGO's, schools, and church/ mission organisations, others work for international agencies, private businesses or simply have a personal interest in learning Khmer.

In January 2020 G2K moved to a brand new, modern, campus building, which is the home of our in-person and online teaching. We also have tenants in our campus building, and have excellent meetings and events spaces available for rent by other organisations.

Role Summary:

G2K is seeking an experienced person for a new role with a focus on customer service and operational administration. They will be responsible for a wide variety of activities and projects that serve to provide an excellent experience to G2K's current and prospective students/ meeting room customers, and also support the operations of our learning program.

This is an exciting and diverse role, perfect for someone who loves working with customers and finding answers and solutions when questions or issues arise. They will need to maintain a pipeline of planned work and daily tasks, but also the ability to be highly responsive to changes in circumstances/ expectations. The role-holder will be expected to lead their area of work with minimal oversight, but will need to work well with others as they will work closely with and support colleagues on a day-to-day basis.

The role will require a positive and can-do attitude, excellent problem solving abilities, a customer-centric mindset and a desire for excellence. The role-holder will require strong spoken and written English, and ideally they will have experience working directly with customers in a sales, hospitality or customer service environment.

Essential duties and responsibilities (to be considered indicative of the job role only, not an exhaustive list of tasks and duties):

Customer Services

- Greet visitors and communicate regarding our studies and meeting rooms, assisting them directly or pointing them to other staff;
- Manage inboxes and ensure all communication is dealt with on time and with excellent customer service – allocating to colleagues where required;
- Make arrangements for meeting bookings and coordinate with colleagues to ensure rooms are ready;
- Greet meeting organizers renting rooms and assist in setting up any audio/ visual equipment needed;
- Proactively deal with customer concerns/ issues, escalating to colleagues as appropriate;
- Liaise with Finance and Administration Coordinator (FAC) regarding student payments to ensure all fees are paid and proactively communicate with students with outstanding fees;
- Support in accepting and processing payments;
- Any other tasks or projects required to provide excellent customer service to customers and potential customers.

Learning Program Administration

- Administer the Student Registration Database, Student Feedback Database, and the Current/ Future Student List;
- Oversee issuing of G2K digital accounts to students, and ensure correct access rights;
- Organise Zoom recordings of online classes as needed;
- Research and provide student information to colleagues as required;
- Create/ prepare/ administer student resources and documentation, working with colleagues where appropriate to ensure that all resources are available and up to date in a timely manner;
- Collection and processing of student documentation and forms;
- Administer the Future Students List, using Intent to Study forms to estimate student re-enrolment, and use information obtained to begin planning for future Intakes;
- Assist with the assessment and testing-in process, working with Teacher Coordinators to coordinate appointments and communication;
- Administer timetable for assessments, and communicate details to relevant people;
- Plan room allocations for classes, workshops, assessments, meetings etc;
- Periodically check and update computer software;
- Arrange transport for students' trips;
- Work with colleagues to resolve scheduling changes and issues as they arise;
- Create and issue student certificates;
- Oversee other projects and assist colleagues with administration and other tasks as required.

Campus environment

- Proactively ensure the building environment is welcoming and professional, and champion excellence in this area among the rest of the G2K team;
- Ensure all equipment and materials are available/ in place to meet student/ customer needs;
- Take action on issues with the facility or equipment, or report to the appropriate colleague;
- Any other tasks required to ensure an excellent experience for building users.

Marketing

- Assist colleagues with marketing and promotion of G2K classes and meeting rooms;
- Represent G2K externally as needed, including marketing and promotional events;
- Coordinate with colleagues and external contacts regarding marketing and promotion (designers, printers, salespeople, venues etc);
- Coordinate the taking of student/ class photos;
- Any other tasks required to effectively promote services.

Other

- All G2K staff are expected to be flexible and undertake tasks to assist colleagues as required.

The ideal candidate will bring:

- Bachelor's Degree in Business Administration, Management, Hospitality Management, or other relevant subjects;
- 1-2+ years experience coordinating administrative projects/ tasks in a professional setting;
- Strong verbal and written communication skills in both English and Khmer;
- Strong experience and skill using standard office software – for example, Word and Excel, along with web-based tools/ activities such as email, cloud-based apps, storage, online research etc.
- Strong attention to detail and organizational skills;
- Proven problem-solving and critical thinking ability – uses initiative to complete tasks and solve problems;
- Ability to anticipate change and react efficiently;
- Ability to multi-task, complete tasks in a timely manner/ within deadlines, and manage time effectively with little supervision;
- Experience working in a cross-cultural environment, preferably directly with customers.

All G2K team members are expected to bring the following skills, experience and attributes:

- Must be an excellent communicator, and enjoy working with people;
- Strong interpersonal skills required; customer-oriented with experience listening to, understanding, and meeting the needs of others;
- Ability to maintain a professional and welcoming character to all customers, colleagues, and visitors;

- Flexibility, adaptability and a cooperative attitude;
- Ability to work as part of a team, and see shared goals as important;
- Ability to proactively identify tasks that need doing or solve problems for the benefit of others that are not specifically within their job remit;
- Attitude that is willing to learn from others;
- Commitment to G2K mission, vision and core values.

Further information:

- This role is available to Khmer nationals only.

Location:

Gateway House, St. 197, Sangkat Tumnuop Teok, Khan Chamkarmon, Phnom Penh, Cambodia

Typical working hours:

8am – 5pm or 7am – 4pm based on daily need.

Salary/ allowance:

Highly competitive.

Contract:

1 year (after successfully completing a probation period), renewable based on performance.

How to apply:

Please email your CV and an application letter to jobs@G2K.asia by **Thursday 08 December 2022**.

All documents must be submitted in English, and only emailed applications will be accepted.

Deadline for applications: Thursday 08 December 2022

Interviews and assessments: Week beginning 12 December 2022

Anticipated start-date: Mid-January 2023

Application guidance:

Please do not include photographs, and do not attach certificates, letters of reference or any other documents not requested.

In your application letter please ensure that you address how you meet the core criteria for this role, and for working at G2K. It is important that you carefully consider all aspects of the role description and person requirements, and fully demonstrate how you would be effective in this role. Please also tell us what you believe you can bring to G2K that makes you an exceptional candidate.

Please note:

- This job description and interview/ start dates may be updated after the advertisement. Candidates will be notified of any changes;
- Submitting an application does not guarantee an interview, and we may not be able to contact unsuccessful candidates.

Find out more about Gateway to Khmer at our website: www.G2K.asia