



Job description Admissions Officer October 2023

About G2K:

Gateway to Khmer (G2K) is a school teaching Khmer language and culture to foreigners – with in-person and online classes. 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 candidate for an important role with a focus on student admissions, 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 and promotion 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 Khmer, and ideally they will have experience working in a similar role or 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):

Admissions/ Customer Services

- Greet visitors, conduct campus tours and communicate regarding our studies and meeting rooms;
- Manage inboxes (including social media/ apps) and ensure all communication is dealt with on time and with excellent customer service – allocating to colleagues where required;
- Manage enrolment and return-to-study process for new students/ existing students;
- Proactively deal with customer concerns/ issues, escalating to colleagues as appropriate;
- Prepare and send invoices/ receipts/ late notices and process payments received;
- 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;
- Any other tasks or projects required to provide excellent customer service to customers and potential customers.

Learning Program Administration

- Administer records related to current and future students, and assist in planning future intakes;
- Collection and processing of student documentation and forms;
- Organise Zoom recordings of online classes as needed;
- Create/ prepare/ administer learning resources and documentation, working with colleagues where appropriate to ensure that all resources are available and up to date in a timely manner;
- Assist with the assessment and testing-in process, including coordinating appointments;
- 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;
- Assist colleagues with tech or other issues when required;
- Arrange transport for student 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;
- Manage on-site recycling centre, including liaising with partners for collection and advertising;
- 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, occasionally out of usual working hours;
- Coordinate with colleagues and external contacts regarding marketing and promotion (designers, printers, salespeople, venues, photography and media etc);
- Research useful contacts or organisations for promotion of services, and provide materials as required;
- 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 subject + relevant work experience;
- 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, CRM 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

Map link: g.page/Gateway2Khmer

Typical working hours:

8am – 5pm, Monday – Friday, 8.30am – 12pm Saturday, although we are not currently open on Saturdays.

Earlier starts may be required occasionally. Evening work may be required up to 2 evenings per week.

Flexible working hours will be available to compensate for early starts or late finishes.

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 **Sunday 03 December 2023**.

See below for guidance about the application letter.

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

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

Deadline for applications: Sunday 03 December 2023

Interviews and assessments: Week beginning 11 December 2023

Anticipated start-date: Mid-January 2024

Application guidance:

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, and follow us on Facebook to hear about future job vacancies:

www.G2K.asia

www.facebook.com/Gateway2Khmer