

JOB ANNOUNCEMENTS FOR Academy of Culinary Arts – Cambodia (ACAC)

Background

Shift 360, a Swiss Foundation with representation in Cambodia, has received grants from the Swedish International Development Cooperation (Sida) and the Enhanced Integrated Framework/WTO (EIF) to support the development of the Academy of Culinary Arts – Cambodia (ACAC.) ACAC will train chefs for the Hospitality sector based on ASEAN standards. ACAC has been established by the Royal Government of Cambodia as a Cambodian Public Private Partnership. ACAC will be governed by a nine-member Board including senior Government officials and Representatives of the hospitality sector associations. Once operational, ACAC will deliver a post-high school two-year certificate program as well as short-term training/retraining programs on-campus and off-campus for professionals already employed in the sector.

Position Available and Qualifications:

Sales Representative

The Marketing Enrollment Coordinator is responsible for initiating, promoting and overseeing the ACAC enrollment process of new student candidates, following through the cycle of building student database, initiating the contact, actively informing and facilitating the process of familiarization of the ACAC services and degree pathway of study.

The Marketing Enrollment Coordinator is the direct point of contact with the customer (potential student) and in charge of ensuring the customer's needs and expectations are met through linear and clear communication, reporting directly to the ACAC's Marketing Manager by providing consistent updates through the required ACAC's communicational channels of report.

The Marketing Enrollment Coordinator should fully familiarize with the scope of services offered by the ACAC and its program and guide the customers through the enrollment process efficiently and satisfactorily.

Job Duties and Responsibilities

- Acquires new customers by reaching out to leads and self-developed new customer's database
- Makes researches and develop individual customer's profile by matching the needs of customers and the ACAC's scope of services
- Serves existing customers and maintaining active line of communication
- Adjusts recruitment tactics based on tests and new insights in the field and methodically reporting to the ACAC's Marketing Manager
- Resolves customer special needs queries
- Submits periodical reports
- Maintains monthly or bi-monthly minimum goals
- Maintains documentation of potential student contact and account updates

Requirements and Qualifications

- High school diploma (Bachelor's degree ideal but not required)
- Additional certifications and other professional development experience
- 1+ year of sales experience
- Customer service oriented and excellent interpersonal skills
- Responsive and confident communicator: personally, by phone, email, and digital chats
- Prospecting skills
- Territory management aptitude
- Persuasion, negotiation, and closing skills
- Ability to meet deadlines and goal minimums
- Patience to deal with customer issues and calls that do not end in an active enrollment
- Motivation skills and a positive attitude
- Computer literate in Windows applications Word/Excel/Power Point

Applications

If you are a creative, energetic, enthusiastic, and eager to take on new challenges individual, seeking to being part of a team responsible for establishing a new educational institution in Cambodia; We are looking forward to receiving a letter of application including a resume describing your capabilities and ability to meet the qualifications required by the position listed above.

Short listed individuals will be interviewed by a panel in person, by phone or skype.

How to apply:

Interested individuals can apply by submitting an Expression of Interest and a detailed CV to:

- Marketing Manager, Ms. Nicole Loretan and Operation Manager Mrs. Srun Chanlay**
- Email: nicole.loretan@acac.edu.kh and srun.chanlay@acac.edu.kh**
- CC: acac@shift360.ch**
- Visit our website: www.acac.edu.kh**

The deadline for application is 5pm, Wednesday 31st July, 2019