



Hello from Friends-International

We're looking for a **CUSTOMER RELATIONS ASSISTANT**

Are you passionate about delivering outstanding customer support and eager to grow your professional skills? Do you want to make a meaningful social impact, supporting children across Southeast Asia and beyond?

If you answered 'yes' to any of the above, then you may just be the person we need.

WE ARE

Friends-International (FI) is an award-winning NGO founded in Phnom Penh in 1994. Our vision is a world where all children, young people, and their caregivers are safe from harm and have access to education, training, and job opportunities to reach their full potential.

To make this vision a reality, our teams in Cambodia, Thailand, Laos, Indonesia, Myanmar, and Europe work closely with a strong network of partners to deliver innovative services for children, youth, their families, and their communities. A key part of this is the ChildSafe Movement, a globally recognized initiative that empowers individuals, travelers, communities, and businesses to protect children and create safe environments everywhere.

THE ROLE

As a Customer Relations Assistant, based in our HQ in Phnom Penh, you will help the ChildSafe program run smoothly by working closely with our program teams to:

- Support customer/partner relations with NGOs, hotels, schools, and tour agencies
- Assist with online and onsite trainings, presentations, and tour experiences
- Help with financial and operational tasks, such as processing invoices and keeping records organized

Does this describe you?

- You are a dynamic team player who is passionate about working for the protection and education of marginalized children, youth and their families
- You are well organized and skilled in using Microsoft 365 tools
- You are confident in talking to customers and partners
- You are good at communicating and coordinating with people from various backgrounds
- You enjoy working on fast-paced projects which require adaptation and practical ways of thinking
- You are fluent in English, both spoken and written



These would be examples of some of your daily responsibilities. Would you enjoy them?

- Respond to customer/partner inquiries via email or phone in a timely and professional manner
- Present ChildSafe products and services to potential customers
- Keep customer and partner information, documents, and records updated and organized
- Update sales performance tools and share relevant information with the team
- Coordinate logistics for meetings, trainings, and partner visits or tours
- Manage the resource library and ensure easy access for partners
- Support partner satisfaction by collecting feedback and maintaining regular communication
- And others!

Sounds good!? Great! Please email your CV with your Cover Letter and expected monthly stipend now to hr@friends-international.org and let's talk more.

In compliance with our Child Protection Policy and Protection against Sexual Exploitation and Abuse Policy, all applicants will undergo an extensive background check.

Friends team