



Hello from Friends-International

We're looking for an OPERATIONS OFFICER

Are you experienced working in the travel industry? Do you enjoy working with people and businesses from all over the world? Would you be excited to work with a team whose mission is to protect children everywhere?

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

WE ARE

Friends-International (FI), an award-winning NGO founded in Phnom Penh in 1994. Our vision is a world where every child, young person, and their caregivers are safe from harm and can access education, training and job opportunities to fulfil their potential as productive, functional citizens of their countries. Our multiple dynamic teams consist of more than 300 #EverydayHeroes based in Cambodia, Thailand, Laos, Indonesia, Myanmar and Europe. Together with our partners, we deliver innovative services for children, youth, their families and their communities. This is done through our Saving Lives, Building Futures and ChildSafe programs which cover a great variety of carefully integrated projects including child protection, migration, harm reduction, education, alternative care, vocational training, social businesses, employment, NGO networks and more!

THE ROLE

As an Operations Officer, based in our HQ in Phnom Penh, you will be in charge of day-to-day operations of our tourism products and completing research and development for product design. You will be working closely with our internal teams and external partners to provide marketable tourism experiences that are entertaining and raise awareness of visitors on how to better protect children while travelling. You will collaborate with a wide range of travel and tourism-related businesses, NGOs, and social enterprises. You will interact directly with travelers, visitors and student groups, and a large variety of business clients ranging from multinational corporations to small community-based tourism enterprises. You will be a member of our growing international ChildSafe team. This is an exciting opportunity for a tourism professional looking to make a positive impact on their local communities.



Does this describe you?

- You are a dynamic team player with a passion for protecting and educating marginalized children, young people and their families
- You have fantastic communications skills and enjoy meeting as well as working directly with clients and partners
- You have a strong track record in working within customer service focused roles
- You have experience working within the travel and tourism industry
- You are comfortable working with various booking systems, as well as using Microsoft Office, and you enjoy learning about new IT tools
- You are fluent in Khmer and English

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

- Organizing an experience for a group of 20 students coming to Phnom Penh from Denmark
- Completing market research for a new experiential tourism opportunity
- Researching a new potential partner and exploring ways on how they can benefit through a partnership with ChildSafe
- Leading a ChildSafe Experience activity in the field for our corporate partner and ensuring everything goes as planned
- Finding ways how to improve our operations by collecting feedback from the visitors and analyzing the information
- Managing technology platforms linked to the project and regularly inputting information and deriving reports for analytics from Salesforce
- Manage bookings for the upcoming month coming through various platforms
- Prepare training materials for staff to develop skills and capacity so they can lead experiences and interact professionally with groups and individuals
- And others

Sounds good!? Great! Please email your CV with your Cover Letter and salary expectations 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