

JOB ANNOUNCEMENT

BACKGROUND

HelpAge Cambodia (HAC) is a local non-governmental organization dedicated to empowering older individuals to lead dignified, active, healthy, and secure lives. HAC supports older people and their families across Phnom Penh and the provinces of Battambang, Banteay Meanchey, Siem Reap, Preah Vihear, Kampong Thom, Tboung Khmum, Prey Veng, and Svay Rieng. This support is delivered through community-based services via Older People's Associations (OPAs), which ensure safety, enhance security, and foster empowerment through sustainable rural development.

Funded by the Federal Ministry for Economic Cooperation and Development (BMZ) via HelpAge Deutschland, HAC is implementing the "Social Enterprise" project. This initiative focuses on securing and diversifying the income of older individuals through age-inclusive social enterprises and age-responsive business training. As part of this initiative, HAC assumed management of Laey Baitong Co., Ltd. in Battambang in 2023. Operating as an agri-food value chain shop, this social enterprise provides reliable market solutions, supports farmers' livelihoods, and promotes healthy foods.

HAC and Laey Baitong are currently **seeking the student volunteers** to fill the position of **Shop Assistant/Packaging**. Detailed information about the role is provided below:

Job Title:	Shop Assistant/Packaging (3 positions)
Working Hours:	Saturday-Sunday (2days/week-8:00-19:00pm-1:00hrs lunch)-1 position Monday-Friday (every morning-8:00-12:00pm)-1 position Monday-Friday (every afternoon-13:30-17:30pm)-1 position 20 hours per week
Start Date:	16 July 2026 (negotiable)
Based in:	Municipality of Battambang
Reporting to:	General Manager

OVERALL, PURPOSE OF THE POSITION

The Shop Assistant supports the daily operations and sales at LaeyBaitong, a retail outlet dedicated to providing safe, locally sourced products. Reporting directly to the General Manager, this role is responsible for delivering excellent customer service, maintaining store presentation, assisting with product packaging, and efficiently processing transactions.

KEY RESPONSIBILITIES

- **Customer Service & Sales:** Greeted customers, provided detailed information on safe, sustainable products, and guided selections based on individual preferences.
- **Point of Sale (POS):** Efficiently processed customer orders and transactions utilizing the POS system and related digital tools.
- **Inventory & Display:** Managed the receipt, processing, and organization of organic shipments, ensuring shelves remained fully stocked and visually appealing according to brand guidelines.
- **Store Compliance:** Maintained a clean, safe, and organized retail environment in strict compliance with health, safety, and environmental regulations.

- **Customer Retention:** Promoted store campaigns, discounts, and loyalty programs to drive sales and encourage repeat business.
- **Issue Resolution:** Resolved customer complaints and processed returns professionally, escalating complex issues to the Shop Manager when necessary.
- **Managerial Support:** Assisted the Shop Manager with inventory management, customer service workflows, and the execution of sales and marketing strategies.
- **Market Operations:** Represented Laey Baitong at weekend farmers' markets, overseeing booth setup, product sales, and inventory management in collaboration with SSLA.
- **Supplier Engagement:** Empowered social enterprise (SE) farmers by actively promoting and selling their products to boost market access and consumer engagement.

KEY QUALIFICATION

- **Education:** Minimum of a high school diploma or equivalent; current university students are highly encouraged to apply. Familiarity with basic retail, sales, customer service, or digital marketing concepts is a plus.
- **Passion & Knowledge:** Deep interest in organic, safe, and sustainable products, with an understanding of local market trends and eco-conscious consumer preferences.
- **Interpersonal Skills:** Friendly, outgoing, and customer-focused with excellent verbal communication skills.
- **Teamwork & Dependability:** Punctual, reliable, and adaptable team player capable of working efficiently under pressure and following management guidance.
- **Language & Diversity:** Fluency in both Khmer and English, with a strong comfort level working within a diverse, multicultural environment.
- **Flexibility:** Willingness to work a flexible schedule, including evenings, weekends, and holidays according to shop needs.

APPLICATION PROCEDURE

Interested applicants are invited to prepare the following documents:

- A cover letter detailing your relevant interested and working schedule
- Curriculum vitae with **two references**

Electronically or in hardcopy and submit to:

- Ms. Nou Sanann, General Manager
- Email: gm@laeybaitong.com or finance@laeybaitong.com
- Address: HelpAge Cambodia House No 272, Street 207, Kampong Krobey, Svay Por, Battambang, Battambang Cambodia Tel: 077 515 536/096 238 8869

Deadline for submission: **Thursday 9th July 2026 at 17:00 PM**

Applications submitted after the deadline will not be considered. Only short-listed candidates will be notified for an interview.

HAC welcomes all applicants, regardless of disability, sex, age, race, or other characteristics. All HAC staff are required to strictly comply with organization policies, especially the Code of Conduct and Protection Policy.