



KOTO is a not-for-profit social enterprise that empowers at-risk and disadvantaged youth in Vietnam through its holistic training program.

KOTO stands for **Know One Teach One**. KOTO is a Vietnamese social enterprise specializing in providing at-risk and disadvantaged youth in Vietnam an opportunity to undertake a 24-month holistic hospitality training program. KOTO is based in Hanoi and has supported more than 1,700 graduates to end the cycle of poverty and truly empower our trainees to realize their dreams.

Vision Statement

We aspire for an all-inclusive world in which no one is left behind, where every individual from all backgrounds thrives and inspires through lasting life-changing journey and empowerment.

Mission Statement

As the 1st social enterprise in Vietnam, KOTO remains committed to enable the economically disadvantaged & vulnerable community by providing both transformative platform and pathways and instill the “once helped, help others” philosophy. We proudly do it with passion, innovation & responsibility.

Value Statement

- **Respect** everyone’s dignity & self-worth
- Act with **professionalism** and lead by example
- Be driven by **passion** and purpose
- **Love** ourselves and KOTO family
- **Innovative** approach in action



Position: Administration and Operations Manager

Working Unit: Administration and Operation Department

KOTO Training Centre (Foundation)

Reporting Structure:

Supervisor: Foundation Director

Subordinates: Administration, Reception, Storage, Security, Maintenance, Cleaner, IT

Key Working Relations:

Internal: Foundation Director, Trainee Services Department, other leadership team members, trainers, and support staff, trainees.

External: Donors, Suppliers.

DESCRIPTION:

Position Overview:

The Administration and Operation Manager is responsible for ensuring that the KOTO Training Center's physical infrastructure, utilities, equipment, and environment are safe, functional, and well-maintained to support the organization's training, hospitality, and community programs. The role also includes overseeing support services such as canteen operations and transportation logistics, in close coordination with the Trainee and services team, to ensure a positive and safe experience for trainees and staff.

Key Responsibilities:

- **Administrative & Reception Management:**
 - Oversee front desk and reception services, ensuring professional, welcoming, and supportive interactions for trainees, staff, guests, and partners.
 - Manage scheduling and coordination of meeting rooms, appointments, and visitor arrangements.
 - Ensure proper handling of incoming/outgoing correspondence, phone calls, and inquiries.
 - Supervise reception staff to maintain a high standard of customer service and adherence to KOTO values.
 - Support administrative tasks including filing, document control, and office supply management.
 - Liaise with government authorities and relevant agencies to ensure compliance with legal requirements, including obtaining and renewing operational permits and licenses of the Training Center.





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- **Facility Operations & Maintenance:**

- Oversee daily operations of all physical facilities including buildings, classrooms, dormitories, kitchens, garden areas, and equipment.
- Develop and implement preventive maintenance schedules for electrical, plumbing, HVAC, and other systems.
- Manage repairs, renovations, and service requests, coordinating with external contractors when needed.
- Ensure readiness and functionality of all training and operational spaces.

- **Health, Safety & Compliance:**

- Ensure compliance with health, safety, fire prevention, and sanitation regulations.
- Conduct regular safety checks and implement corrective actions where necessary.
- Maintain emergency response systems and organize periodic drills and briefings.

- **Canteen Services Oversight:**

- Supervise the operation of the trainee/staff canteen in terms of hygiene, food safety, vendor coordination, and daily logistics.
- Ensure that the facility meets nutritional, cleanliness, and quality standards.
- Collaborate with Trainee Services to respond to trainee feedback and ensure a supportive dining environment.
- oversee the receiving process for orders for canteen and the hospitality and bakery programs

- **Transportation Services Oversight:**

- Manage logistics for transportation services, including vehicle scheduling
- Ensure vehicles are operated safely, legally, and cost-effectively.
- Coordinate with Trainee Services for trainee pick-up/drop-off planning and behavior expectations

- **Facility Cleanliness & Environment:**

- Oversee janitorial and sanitation services to maintain high standards of cleanliness.
- Maintain green areas, gardening, and recycling initiatives in line with KOTO's values of sustainability.

- **Asset Management:**

- Maintain inventory of all facility-related equipment, tools, supplies and in-kind donations
- Coordinate procurement and oversee vendor relationships related to facility and utility operations.

- **Staff & Contractor Supervision:**

- Lead and supervise the facilities/maintenance team.
- Manage work assignments, performance, and training for facility-related roles.
- Ensure KOTO rules and regulations in accordance with the trainee handbook and general behavior expectations for the team

- **Sustainability & Efficiency:**

- Recommend and implement efficiency improvements (e.g., energy, water usage).
- Promote sustainability practices across the Training Center campus.





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Qualification requirements for the positions:

- **Education & Experience:**

- Bachelor's degree or diploma in Facilities Management, Administration Management, Logistics, or related field.
- At least 3 years of relevant experience in facilities, logistics, or operations management.
- Experience in educational or hospitality environments is preferred.

- **Skills & Competencies:**

- Strong technical knowledge of facility systems and operations.
- Good understanding of food safety and transportation logistics.
- Excellent organizational and problem-solving skills.
- Strong communication and team leadership abilities.
- Proficiency in basic computer tools (MS Office, Google Workspace).
- Ability to work with integrity and initiative, and to collaborate across departments.

- **Personal Attributes:**

- Honest and responsible
- Proactive with strong problem-solving skills
- Detail-oriented and thorough
- Collaborative and team-oriented
- Service-minded and supportive attitude
- Respectful and culturally sensitive, especially toward trainees
- Committed to KOTO's mission of youth development through education.

Working hours and Location:

- **Location:** KOTO Training Center (Phat Tich, Bac Ninh)
- **Working hours:** 8:30 AM – 4:30 PM
- **Transportation:** KOTO provides a staff shuttle bus departing from 37 Hong Tien, Long Bien.
- **Flexibility:** Occasional weekend or evening availability may be required for urgent facility matters or events.

