JOB ANNOUNCEMENT

BACKGROUND

HelpAge Cambodia (HAC), a local non-governmental organization, is dedicated to enabling older people to lead lives their dignified, active, healthy, and secured live. HAC provides support to older individuals and their families in provinces of Battambang, Banteay Meanchey, Siem Reap, Preah Vihea, Kompong Thom, Tbong Khmom, Prey Veng, Svay Reang, and Phnom Penh. This support comes in the form of community-based services offered by the Older People's Association (OPA), which ensures safety, and security, and empowers older individuals through sustainable rural development activities.

HAC has been executing a project with financial support from the Federal Ministry for Economic Cooperation and Development (BMZ) via HelpAge Deutschland which focusing on securing and diversifying the income of older people through an age-inclusive social enterprise and age-responsive business training", called the Social Enterprise project. As part of the project result, in 2023, HAC took over a Social Enterprise (SE) in Battambang, known as Laey Baitong (Laey Baitong Co., Ltd.). This SE functions as an agri-food value chain shop, providing a market solution, helping the livelihood of farmers, and promoting healthy foods.

HAC and Laey Baitong are looking for two qualified candidates to fulfill the position of **Shop Assistant_Intern** working with the detailed information below:

Job Title:	Shop Assistant_Intern (1 position)
Working Hours:	Saturday-Thursday (6days/week, day-off Friday but negotiable)
Start Date:	February 2026
Based in:	Battambang province
Reporting to:	General Manager

OVERALL, PURPOSE OF THE POSITION

The Shop Assistant is responsible for supporting the daily operations and sales of LaeyBaitong's products, a retail outlet that sells safe and locally sourced products from the Laey Baitong. The Shop Assistant will assist customers, maintain the store, and process transactions, under the supervision of the General Manager.

KEY RESPONSIBILITIES

- Greet customers and provide them with information and assistance about the safe products and services offered by farmers or suppliers.
- Help customers find and select items that suit their needs and preferences, and answer any questions they may have. Process customer orders and payments using the point-of-sale system and other relevant technology.
- Receive, process, and organize shipments and deliveries of organic products, and ensure that the store is well-stocked and displayed according to established guidelines.
- Keep the store clean, tidy, and safe for customers and staff, and comply with the health and environmental regulations of the country and the sector.

- Inform customers of shop promotions, discounts, and loyalty programs to encourage purchases and repeat visits.
- Handle customer complaints, feedback, and returns, and escalate any issues to the Shop Manager as needed.
- Support the Shop Manager in planning and implementing sales and marketing strategies, inventory management, and customer service workflows.

KEY QUALIFICATION

- At least high school diploma or equivalent (preferably university student) with some relevant experience in retail, customer service, sale and marketing or a related field.
- A passion for safe, organic and sustainable products, and a knowledge of the safe, organic and local market trends and customer preferences.
- A friendly, outgoing, and helpful personality, with excellent communication and customer service skills.
- A reliable, punctual, and flexible team player, who can work under pressure and follow directions from the Shop Manager.
- A proficient user of point-of-sale systems, inventory management software, and other relevant technology.
- Ability to read and speak English and Khmer, with the ability to work in a multicultural and diverse environment.
- A willingness to work flexible hours, including evenings, weekends, and holidays, as required by the shop.

APPLICATION PROCEDURE

Interested applicants are invited to prepare the following documents:

- A cover letter detailing your relevant experience
- 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

Deadline for submission: **Thursday 27th January 2026 at 11:59 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.