

<b>Position Title:</b>	Assistant In Country Manager
<b>Reports To:</b>	Founder/In Country Manager
<b>Location:</b>	Hoi An, Vietnam
<b>Status:</b>	Full Time
<b>Working Hours:</b>	6 days per week - 8 hours per day as determined on the timetable
<b>Language skills:</b>	English & Vietnamese

### **Specific Skills and Qualifications PREFERRED**

- **At least 2 years' experience at a management level**
- Working knowledge of business filing systems
- Accuracy and meticulous attention to detail
- Task focused
- High level communication and interpersonal skills
- Must be proactive and have a "hands on approach".
- Excellent organizational and problem solving skills
- Hardworking and committed
- Confident in own abilities but also confident enough to ask for help when needed
- Flexibility to be able to shift priorities if needed
- Experience in administration or accounting roles
- **Preference given to people locally in Quang Nam and Da Nang.**

### **Duties:**

#### **Government:**

- Act as liaison with Vietnamese government officials
- Arrange government meetings for The Founder when required
- Organize volunteer work permits and visa extensions
- Represent Lifestart Foundation at local meetings
- Organise social insurance for staff

#### **Human Resources and Administrations and General**

- Overseeing the management of Lifestart Foundation staff in Vietnam and dealing with any HR or other issues that arise in the absence of the Founder and In Country Manager.
- Developing the staffs computer skills and delegating functions over to Vietnamese members of staff where possible
- Managing the local spending and financial reporting
- Organising Lifestart Foundation records and documents electronically
- Any other tasks assigned to you by The Founder or the In Country Manager

#### **As Assistant In Country Manager you must oversee and assist with Educational Scholarship Program:**

- Updating student and sponsor information
- Ensuring that letters and photos from students are sent to sponsors twice a year

- Finding potential educational scholarship recipients for The Founder to interview
- Meeting with principals when The Founder requires it, and act as interpreter
- Ensuring that students continue to meet our financial and academic criteria
- Keeping record of all scholarship information
- Mentoring scholarship students

**Tours – as part of your role you will cover the workshop managers day off and will run tours on this day, assist with large tour groups and ad-hoc tours during the week when the workshop manager is busy**

- Run the lantern tours
- Liaise with booking companies/online bookings.
- Liaise with Sinh in relation to the painting tours.
- Make sure the shop is clean before the tour commences and the materials for making the lanterns are ready
- Ensure there are enough makers in the shop for large tours
- Assist in the development of new tours, train as an instructor to teach clients to make potential new products
- Plan and organise big tour groups
- Do the LSF introduction to big groups

### **Workshop**

- Ensure workshop is kept clean and tidy when on shift
- Reporting maintenance requirements
- Customer service – explaining purpose of LSF to customers.
- Manage online sales

### **Business Development**

- Attend any networking events in the local area
- Increase network while identifying new clients, opportunities and target accounts; manage relationships with prospective clients, generate leads and create new business opportunities
- Identify obstacles in the sales process and introduce new methods to overcome these obstacles
- Proactively research and identify new prospects for all market segments including Airline, Corporate, Resorts, Restaurants, Cafes, opportunities within the competitor set and drive sales activity to achieve and exceed targets
- Conduct site inspections and familiarization of LSF and workshop to existing and potential clients
- Educating travel agencies - both wholesale and retail about LSF Tours

### **IT**

- Regularly check all LSF PC's, laptops and equipment, ensure all antivirus software is up to date
- Make recommendations to founder if there are any problems with any equipment
- Assisting with IT issues when they arise

### **Further Enquiries:**

To apply for the role please email an up to date CV and covering letter including the following points to Ms Diem at [icm@lifestartfoundation.org.au](mailto:icm@lifestartfoundation.org.au) and Ms. Karen at [karenleonard@mail.com](mailto:karenleonard@mail.com).

- *Why you would be suitable for this role*
- *When you would be available to start*
- *Your expected salary*

**Deadline: 10 July 2017**