

<b>Position Title:</b>	Customer Service and Education Scholarship Officer
<b>Reports To:</b>	Founder/In Country Manager
<b>Location:</b>	Hoi An, Vietnam
<b>Status:</b>	Full time
<b>Language skills:</b>	English
<b>Start Date:</b>	As soon as possible
<b>Qualifications:</b>	<p><b>Minimum:</b> College Degree (English, Economics preference given for International study experience/Accounting); Professional work experience in a similar position; Excellent organizational skills. Excellent communication with national and international programme's partners. Excellent attention to detail. Works well under pressure. Ability to meet deadlines with 100% accuracy. Good working knowledge of modern telecommunication systems (including e-mail, fax and internet, related software) and relevant computer applications (e.g. MS Office); Excellent proficiency in written and spoken English and Vietnamese; Dynamic and self-motivated personality with a strong desire to work in the NGO field, willingness to learn and develop.</p> <p><b>Preference given to people locally in Hoi An.</b></p>

**Duties:**

**Education Scholarship Officer:**

- Updating student and sponsor information
- Ensuring that letters and photos from students are sent to sponsors twice a year in a timely manner
- Translating letters into English and sending to a foreigner for editing
- Finding potential educational scholarship recipients to be interviewed
- Administering the payment of school and other student fees (twice per year).
- Ensuring that students continue to meet our financial and academic criteria
- Keeping accurate records of all scholarship information
- Sourcing funding for university scholarship students from companies within Vietnam
- Sourcing funding for scholarship students
- Mentoring and guidance of scholarship students

**Customer Service Officer**

- Selling products made in the Lifestart Foundation Workshop
- Making products
- Recording all sales
- Talking with customers regarding the Lifestart Foundation
- Introducing makers to customers and visitors
- Handing out flyers to people that walk past the workshop
- Distributing flyers around Hoi An on a weekly basis
- Assist Workshop Manager with organisation of tours

**Vietnamese class teacher**

- Run the Free Vietnamese language class for foreigners– to be trained

**Lantern making class teacher**

- Run the Lantern Making Class – to be trained

**Tea ceremony**

- Run the Tea Ceremonies – to be trained

**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**