

JOB DESCRIPTION



POSITION: LIFESTYLE STRATEGY AND CUSTOMER RELATIONSHIP MANAGER

Reporting to TBA

Salary: Negotiate

Job Description

The Business Nature

- Medical and Lifestyle Concierge Services targeting elite / high net worth individuals living in Cambodia.
- Offer assistants and solutions to members to address problems and obstacles in their daily lives to enable them to enjoy a higher quality of life.

The Role

- Using resources available in the organization to provide first class lifestyle and medical concierge services to elite members.
- Using your knowledge, contacts, know-how, together with your problem-solving skills to deal with interesting and often complex requests from elite members.
- Exercise (or build up over time) expertise which include but not limited to the following areas:
 - Travel
 - Retail and Entertainment including restaurant and ticket knowledge
 - General emergency medical and travel assistant knowledge
 - Accessing and referrals of other lifestyle necessities to meet members' needs, such as international legal services providers, international investment management services, security related services providers, etc.
- You will use your expertise to help our members get the most from their lives, whilst growing knowledge within you team and across the company as a whole. You will use your research and communication skills to provide personalized solutions to our members request within specified time frames.
- Manage the service quality of the service team provided by our business partner. Ensure all SLAs are met with committed results and the highest customer experience for our members.

- Serve as the main communicating window between the company and its third party vendors partners and manage the relationships.
- Represent the company in Cambodia to manage relationships with all stakeholders within the company's family as well as outside in the market and local community.
- Share responsibilities with senior management for maintaining a positive financial performance of the company.

Job Requirements

- Preferably, a candidate whose work background with at least 3 years' experience in any of the following sectors/areas: Personal Assistant, Customer Service, Guest Relations, Lifestyle, Hospitality and or Account Management, luxury travel & leisure.
- Proficient language skills in English and Mandarin is a must both spoken and written.
- Khmer spoken and written skills will be an added advantage.
- Proficient in general computer skills.
- Candidates without the preferred background but with a strong desire to learn new knowledge everyday and passionate in providing exceptional services and solutions to customers' needs would also be considered positively.
- Highly self-motivated and can think and work independently with minimal supervisions.
- Strategic thinking and problem-solving abilities, strong analytical skills, and sound business judgment.
- Customer-focused on both internal and external customers
- Welcome and willing to face challenges and difficult tasks.
- Not afraid to ask questions when in doubts.
- A highly motivated, creative, dynamic and innovative team player.

➤ **Working time: Monday – Saturday morning (08:00 am – 05:30 pm)**

➤ **Working location: # 445, Phnom Penh Tower, 13nd Floor, Preah Monivong Blvd, Sangkat Boeung Preeur, Khan 7 Makara, Phnom Penh, Cambodia**

You are a best candidate!