



Position Description - Executive Assistant & Operations Officer

American Chamber of Commerce in Cambodia (AmCham Cambodia)

Reports to: Executive Director

Works closely with: Policy Operations Manager; Finance Officer; Member Services & Events Manager; Partnerships & Revenue Manager; Marketing Manager

Location: Phnom Penh

Hours: Full-time, Monday-Friday, 9:00 AM-5:30 PM, with occasional early-morning, evening and weekend availability for events and Board meetings

About the role

AmCham Cambodia represents more than 250 American and Cambodian member companies and runs on a secretariat of six. The Executive Director carries the Chamber's external face: a standing weekly round of member and prospect meetings, government and embassy engagements, committee sessions, and the Board of Governors. Every one of those meetings has to be found a time, set up, prepared for, and followed through. That is the first half of this role.

The second half is the office itself. The Executive Assistant & Operations Officer is the person who keeps the Chamber's daily operations running: the inbound channels answered, the records filed and findable, the Board meeting set up, the invitation register current, the supplier paid and the new colleague's laptop working on day one. It is the role that makes it possible for five specialists to spend their time on members, events, revenue, communications and policy.

This is a role with real judgment in it. The Chamber is automating much of its routine intake (invitations, registrations, social media requests), and as that happens the value of this seat shifts from handling messages to deciding what needs a person, and making sure it gets one. The right candidate is comfortable with digital tools, discreet with confidential matters, and unbothered by senior company.

Two boundaries keep the role clear. Government relations, ministry outreach and committee secretariat work belong to the Policy Operations Manager; this role assists that function with its administrative side but does not own it. Event delivery belongs to the Member Services & Events Manager; this role supports events where the Executive Director assigns it.

What you will do

Executive support to the Executive Director

- **Run the calendar.** Manage the Executive Director's schedule: propose and confirm meeting times, resolve conflicts, protect preparation and travel time, and keep each week coherent rather than merely full.

The American Chamber of Commerce in Cambodia Association

Central Mansions, #1A Street 102, 120211 — Wat Phnom, Daun Penh, Phnom Penh, Cambodia
+855 (0)15-255-191 — admin@amchamcambodia.net — www.amchamcambodia.net

- **Set up meetings end to end.** For each engagement: find the time, fix the venue or link, send the invitation, confirm the day before, put the agenda and background in the Executive Director's hands beforehand, and log the follow-up actions afterward.
- **Keep the meeting pipeline moving.** Maintain the standing weekly round of member and prospect meetings with the Partnerships & Revenue Manager, and track scheduling correspondence so that a request becomes a confirmed appointment without the Executive Director chasing it.
- **Prepare and follow through.** Assemble briefing material, print or share papers, capture the outcomes and next steps of meetings the Executive Director attends, and chase the items the Executive Director is waiting on from others.
- **Maintain contacts.** Keep the Executive Director's contact records current: business cards processed, new contacts entered, details corrected, and the Chamber's contact records aligned.
- **Handle travel and logistics** for the Executive Director's external engagements, including regional travel and delegation visits.

Board and governance support

- **Board meeting logistics.** For Board of Governors, Executive Committee and Treasury meetings: confirm the date and venue, set the room, print and circulate the papers, arrange refreshments, and record attendance.
- **The corporate record.** Maintain an organized, current filing system for the Chamber's institutional documents: board resolutions, MoUs, contracts, legal registrations and official correspondence, filed in the Chamber's shared drive so that anyone authorized can find them.
- **Annual cycle.** Support the logistics of the Annual General Meeting and Board elections.

Official correspondence and invitations

The Policy Operations Manager writes the Chamber's outbound official invitations and decides how inbound invitations are covered. This role runs the administration around that work.

- **Own the invitation register.** Log every inbound and outbound official invitation in the Chamber's tracking system on the day it arrives or goes out, with the original attached, the event and RSVP dates recorded, and a short English summary of Khmer-language items.
- **Assist with outbound invitations.** Prepare the letterhead draft and Khmer translation from the Policy Operations Manager's text, handle dispatch and delivery confirmation, and chase RSVPs in Khmer.
- **Feed the coverage decision.** Flag inbound invitations to the Policy Operations Manager and the Executive Director for a decision on who attends, including assignment to Policy Bridge Fellows, and record the outcome and any notes received afterward.

- **Routine filings.** Prepare and lodge routine forms and submissions to government authorities, including the Ministry of Labour and Vocational Training, under the guidance of the Finance Officer or the Executive Director.

Office operations and inbound channels

- **First point of contact.** Answer the Chamber's general inbox, office phone and Telegram admin account, and receive visitors. Handle routine matters directly, route the rest to the right colleague, and log every request that needs action so nothing depends on memory or a scrolling chat.
- **Monitor the social channels.** With the Marketing Manager, watch the Chamber's social media inboxes and comments: route member requests and inquiries into the communications pipeline, and flag anything that needs a reply from a manager. As routine intake is automated, this becomes supervision of the systems that do it.
- **Keep the office running.** Manage supplies, equipment and office vendors; coordinate repairs; maintain the asset register; and keep staff accounts and system access current.
- **Onboard new colleagues and fellows.** Equipment, accounts, orientation logistics and a first-week schedule for new staff, interns and Policy Bridge Fellows.
- **Keep the trackers honest.** Maintain the operational trackers the Executive Director relies on (contacts, invitations, action items) so that they can be trusted at a glance.

Event and finance support

- **Event support as assigned.** Registration and on-site check-in support at Chamber events, Khmer-language management of invitation lists and RSVPs, and preparation of materials, at the Executive Director's direction.
- **Finance paperwork.** Collect receipts and source documents, prepare purchase requests and purchase orders, and record event-level income and expenses for the Finance Officer. Bookkeeping, reconciliations and statutory filings remain with the Finance Officer.

How the role works

The role reports to the Executive Director, who sets its priorities in a short weekly plan. Colleagues route requests for the role's time through that plan rather than directly, so that it can serve the whole team without being pulled in six directions. The Executive Assistant & Operations Officer sees Board papers, personnel matters and member correspondence before most of the office does; discretion is a condition of the job, not a preference.

What makes someone right for this role

- **Calendar discipline.** You have kept a senior person's schedule before and know that the job is not booking meetings but making sure the right ones happen, prepared, on time.
- **Follow-through.** Nothing you are given drops. You confirm, you chase, you close the loop, and you tell people early when something is at risk.
- **Discretion.** Comfortable holding confidential information about the Board, staff and members, and clear about what is not yours to share.

- **Composure with senior people.** At ease with board members, executives, diplomats and government officials, in person and in writing, and aware of the courtesies each expects.
- **Native Khmer and strong written English.** Including formal correspondence in both. Most government correspondence is in Khmer; most Chamber correspondence is in English.
- **Digital fluency.** Confident with Google Workspace, shared drives and a project tracker such as ClickUp, and curious about AI tools. You would rather build a system than repeat a task.
- **Service by temperament.** The colleague people are glad to see, who makes other people's work easier and takes pride in an office that runs.
- **Experience.** Two to four years supporting a senior executive or running a busy office. Backgrounds in an embassy, a chamber or association, a hotel, a law or professional-services firm, or a university are all relevant. A bachelor's degree in any field.

Growth path

The role touches every function in the Chamber, which makes it an unusually good place to learn how a business association works. As automation absorbs the routine intake, the seat is expected to grow toward operations coordination: owning the Chamber's administrative systems rather than operating them, and taking on project work across membership, events and governance as capacity allows.

Employment terms

Full-time, based in Phnom Penh. Compensation, benefits and start date are set out in the offer letter and employment contract. Benefits include NSSF coverage, private health insurance, public holidays and annual leave in line with Cambodian labor law, and a performance-based year-end bonus.

How to apply

Send your CV and a cover letter in PDF format to admin@amchamcambodia.net with the subject line "Executive Assistant & Operations Officer - [Your Full Name]". In your cover letter, please address: a time you kept a senior person's schedule or a busy office running, and what you did when something went wrong; how you handle information that is not yours to share; and why you are interested in working with AmCham Cambodia.