

JOB ANNOUNCEMENT FOR LAO NATIONAL ONLY



MAG is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their gender, disability, ethnicity or religious belief.



MAG has been working in Lao PDR since 1994 and delivers responsive and impact driven solutions that enable people affected by Unexploded Ordnance (UXO) to develop their futures in a safer environment. This is achieved by mitigating the effects that UXO have on livelihoods, health and economic and social development of the communities and people in the provinces of Xiengkhouang and Khammouane.

Information Officer (IO) 02 position based in VTE.

Duration: 03 months with the possibility of an extension.

Location: MAG Office and MAG UXO Visitor Centre, Vientiane.

Job Purpose:

The Information Officer (IO) is responsible for providing visitors to MAG's UXO Visitor Information Centre (VIC) with information on MAG's activities and the UXO situation in Lao PDR, raising awareness about MAG's work, selling merchandise, collecting donations, visitor contact details, and carrying out related routine communications, center management, and administrative tasks.

Responsibilities:

Providing visitors with information (as requested) about:

- MAG globally and MAG's country programme and projects in Lao PDR.
- MAG's teams, work locations, donors, and partners.
- MAG's CL approach, Mine Risk Education activities, Non-Technical and Technical Survey as well as UXO clearance methodologies, including demolition.
- How MAG's work supports economic and human development including food security, education, healthcare, infrastructure development.
- History of the conflict in Lao PDR, US bombing data and the impact of UXO contamination.
- General knowledge about the different types of UXO and their effects.

Management of merchandise sales and donations:

- Assist visitors in finding their preferred merchandise items (size, colour, design).
- Collect sale and donation revenues in the donation box.
- Issue receipt for sales and donations.
- Operate the credit card machine following the bank's guidelines and manual.
- Record movement of merchandise items (sale, issue, transfer in and out) on the stock cards.
- Ensure donation and sales values match the stock level and receipt amounts.
- Submit sales and stock report to line manager by day 3 of each month.
- Monitor stock levels and report on low stock when required.
- Ensure tidy and clean arrangement of merchandise items in the visitor area including placing sufficient stock.

- Feed in visitor feedback to the line manager regarding merchandise products, donation, and related matters on a regular basis, and at least by day 3 of each month.

Visitor customer service and collection of visitors contact information:

- Greet visitors as they enter the centre and thank them for their visit when they leave.
- Encourage visitors to leave their contact details and feedback on the visitor contact forms.
- Ensure sufficient copies of blank contact forms are available and completed forms are collected and stored separately.
- Collect contact details from visitors wishing follow-up on their questions which were not answered.
- Submit visitor contact forms (scanned) by day 3 of each month to Line Manger
- Feed in information to the line manager regarding visitors' feedback about the Centre and questions on a regular basis, and at least by day 3 of each month.

Administration and other duties:

- Support MAG's communication, fundraising, marketing and PR activities and events as related to the VIC and as required.
- Place/replace information materials, signage and other materials on the pin boards and walls, as required and guided by the line manager.
- Ensure the visitor areas (including staircase, bathroom, entrance) are kept clean, tidy and safely accessible.
- Look after all MAG properties within the VIC and report any equipment damage, loss, reparation or facility maintenance needs immediately to the line manager.
- Maintain correspondence files.
- Monitor feedback on Trip Advisor and Facebook page.
- Quality check merchandise and visibility with supplier
- Prepare Cash Advance for any payment as required.
- Any other duties as requested by the Line Manager

Requirements and Qualification

- Bachelor's degree.
- At least 3 years of working in NGOs, tourism, communications, or related field.
- Experience working with an international organization preferred.
- Excellent written and spoken Lao.
- Good written and spoken English.
- Respect MAG internal policies and requirements.
- High level of honesty and integrity
- High level of social and emotional intelligence
- Teamwork-oriented.

Terms and Conditions

MAG Lao PDR offers a professional work environment, a competitive monthly salary and benefits, and opportunities for training and promotion through our professional development policy.

Application procedure for the positions

Please apply through this link

<https://forms.gle/TZ3thi5cLmtc8dCL6>

Any inquiries please contact **021 251 849/ 252 004**.

The closing date for applications is 4.00pm, date: 23rd Jan 2025.

Late applications will not be accepted. Only short-listed candidates will be contacted for interview.

As part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed. MAG is committed to the principles of diversity, equity and inclusion and is an equal opportunities employer. If you think you would be suited to one of our roles, we would welcome your application regardless of your background. We strive to provide an inclusive and supportive working environment where all employees feel respected and supported in fulfilling their potential.

All aspects of employment and recruitment, whether this be as an initial hire or an internal promotion, will be based on merit, qualifications, competence, performance and organisational needs. **MAG (or any party associated with MAG in the process of recruitment) does not charge a fee (or accept any gifts or favours) at any stage of the recruitment process (application, interview meeting, processing)**, if you have any concerns in this area these should be reported to safeguarding.la@maginternational.org