



Are you looking for a new, challenging job opportunity at a not-for-profit, development organisation in a fun team with a great passion for helping others? Child's Dream in Chiang Mai, Thailand is seeking an ambitious

## Regional Operations Manager

**Starting date of position – as soon as possible**

Together as a team, we at Child's Dream are here to empower people in the Mekong Sub-Region. We do this by working in partnerships with communities to improve the health and education of their children, youth and young adults for sustainable development.

Our Regional Operations Team is seeking a dynamic and experienced Operations Manager to support and oversee operational activities across the region. In this role, you will be responsible for coordinating regional operational activities, managing and implementing policies, fostering strong relationships with key stakeholders, and identifying and mitigating risks to ensure smooth and efficient operations.

### **Your duties and responsibilities include but are not limited to:**

#### **Donor Management**

- Ensure donors have a positive experience by responding to requests in a timely manner
- Follow up on donations, record donation commitments, and manage reporting requirements
- Research new donation platforms and channels
- Issue tax receipts and donation acknowledgements
- Prepare donation overviews and update donors

#### **Internal Audit**

- Ensure that accounting, bookkeeping, and other processes adhere to internal policies and external regulations
- Develop and refine internal controls, and test their effectiveness
- Identify and address weaknesses, and propose corrective actions
- Assess and manage organisational risks, and develop mitigation strategies

#### **Other Operational Tasks**

- Coordinate with our IT team to address and resolve software and database issues efficiently
- Help determining and improving operational processes to boost both efficiency and effectiveness
- Ensure smooth collaboration and communication between various operational departments
- Provide assistance and respond to operational questions from our project offices
- Interact with various stakeholders, including banks, to address financial and operational needs
- Oversee and support budget transfers to project offices

**We are looking for someone who meets the following criteria:**

**Education and work experience:**

- A Bachelor's Degree or equivalent education in Business Administration, Operations Management, Logistics, Finance, Accounting, or a related field
- At least 7 years of relevant working experience in related field

**Hard skills:**

- Strong IT skills, including proficiency in MS Word, Excel, PowerPoint, and email
- Demonstrated experience in applying financial concepts and management
- Experience in handling and streamlining administrative tasks to enhance efficiency
- Proven experience in customer service or donor relations, with a strong orientation towards resolving issues and ensuring satisfaction

**Soft skills:**

- A strong interest in working for an NGO and a passion for contributing to the organisation's vision and mission
- High level of accuracy with the ability to anticipate and prevent potential issues
- Strong ability to prioritise tasks based on urgency and importance
- Demonstrates adaptability and resilience in response to changing circumstances
- Shows a flexible, solution-oriented approach to problem-solving
- Excellent interpersonal skills with cross-cultural communication abilities
- Skilled at managing relationships and collaborating with stakeholders
- Committed to providing outstanding service with a positive, approachable, and solution-focused attitude
- Proactive in addressing and resolving issues with a strategic, forward-looking approach, continuously seeking personal and organisational growth
- Effective listener and decision-maker, attentive to input from others and capable of making well-considered, data-driven decisions
- Thrives in a team environment, promoting cooperation, knowledge-sharing, and collective problem-solving

**Language skills:**

- Exceptional written and spoken English language skills
- German language skills are a plus

**Travel requirements:**

- Regular work trips to other Regional offices

**What we offer:**

- A full-time position in our office in Chiang Mai, Thailand with an unlimited contract
- A multicultural working environment with more than 14 nationalities in the region
- A working culture based on trust, constant exchange, lean hierarchy and constant learning and development
- The salary will be based on the relevant work experience, skills, and knowledge, plus monetary and non-monetary benefits

Did we spark your interest? Wonderful! Please send your full application in English (including a motivational letter, salary expectation, resume, university transcripts, and two references) to [logan@childsdream.org](mailto:logan@childsdream.org).

The application deadline is **31<sup>st</sup> August 2024**.

We will, of course, confirm receipt of your application and contact you if you are selected for an interview.