
Engagement and Administrative Officer Job Description

(January 2026)

Role Reports to: Organizational and Fundraising Director (OFD), or assigned designate.

Role Manages/Supervises: None

Speech and Swallowing Therapy Cambodia Background:

Speech and Swallowing Therapy Cambodia (SSTC) educates, empowers and advocates for healthcare professionals and organizations to provide quality care for people with swallowing difficulties. The organization is a Cambodian-registered NGO that was established in 2016.

SSTC Vision Statement: A healthier Cambodia where everyone has access to lifechanging speech and swallowing therapy services

SSTC Mission Statement: Speech and Swallowing Therapy Cambodia trains clinicians in the treatment of swallowing difficulties, empowering them to deliver and advocate for high-quality services that improve the quality of life for people with swallowing difficulties.

Our **core values** guide the behavior, decisions, culture and people within our organization:

- *Empowerment:* We provide people with the tools, resources and support they need to empower and locally lead themselves to deliver quality treatment for swallowing difficulties.
- *Equity:* We advocate that all individuals, regardless of their background or circumstances, have equal access to quality services for swallowing difficulties.
- *Empathy:* We create a safe, nurturing and culturally appropriate environment where those we interact with feel heard, valued, and respected.
- *Collaboration:* We build strong partnerships with healthcare providers, educational institutions, community organizations and government leaders to advance the management of swallowing difficulties.
- *Continued Learning:* We foster a learning environment where people are encouraged to exchange knowledge, best practices and latest research to improve services.

Job Summary:

The Engagement and Administrative Officer (EAO) reports to the Organizational and Fundraising Director (OFD). This is a key role for SSTC's public engagement, partnerships and program work. The position is responsible for ensuring strategic, clear communications

and engagement with SSTC's partners, successful fundraising campaigns, and the smooth operations of the organization. This includes implementing communications, social media and fundraising activities; maintaining strong relationships with the organization's partners; supporting the operations of SSTC's programs; and general administration to ensure a functional and professional organization. This role is suitable for those with at least 2 years of experience within communications, fundraising, or marketing roles. It requires a creative and detail-oriented person with strong organizational skills, and excellent written and spoken skills in Khmer and English.

Job Description:

1. Public engagement and communications (35%)

- With the OFD and other relevant stakeholders, implement SSTC's communications and fundraising strategies and activities to raise awareness of the organization and acquire donations
- Ensure that all external communications align with SSTC's mission, vision, values, messaging and branding standards, and accurately reflect its programs
- Create high quality materials and resources for public engagement and fundraising activities. This includes brochures, social media content, videos, presentations, case studies, website updates, newsletters, fundraising and stewardship materials, press releases, and reports, etc.
- Gather, design and develop photos, video, audio, written content, impact stories, project data and other content that showcases SSTC's work and impact. Ensure appropriate consent is obtained for and data or recordings are properly stored
- Manage SSTC's online presence (website, social media platforms, online advertising), including ensuring consistent and timely posting of content, responding to inquiries and relevant comments, and tracking ad spend
- Monitor and analyze the performance of social media posts, online advertising, website, and fundraising activities, providing recommendations to improve results and engagement
- Support event planning and delivery, such as workshops, conferences, fundraising and other public relations activities to strengthen SSTC's visibility and engagement with partners and the public
- Implement and support fundraising, grant-related and advocacy initiatives

2. Project and Partnerships Support (25%)

- Coordinate and maintain SSTC's communication and documentation with hospital, university, funding and other partners, including the preparation, development and renewal of Memorandum of Understandings (MOU) and collaboration agreements, or providing updates on activities
- Support the planning and implementation of SSTC's programs and projects that align with the duties of this role, as mutually agreed with by the OFD or clinical leadership
- With support from the leadership team, develop, maintain and manage relationships and activities between SSTC and relevant government ministries (ex. Ministry of

Interior, Health, etc.), including updating, completing and submitting reports and documentation

- Coordinate activities and maintain positive relationships with freelancers and consultants who carry out services for SSTC

3. General Office Administration (35%)

- Manage all general office administration and work closely with the OFD and team to coordinate office activities and ensure efficient workflows
- Manage office logistics, including procurement of supplies and equipment, maintenance, and ensuring a functional and professional work environment.
- Schedule, organize and support SSTC meetings with team members, Board of Directors, partners, donors, vendors, etc., ensuring meeting rooms are prepared, and taking, sharing and storing minutes when required
- Organize and maintain the accuracy of the organization's hard copy and digital storage of documentation, reports and records
- Tracking renewal dates for key documentation (ex. MOUs, staff contracts, policies, registrations) and completing timely updates with relevant stakeholders
- Maintain a digital archive of communication materials, photos, and videos.
- Respond to correspondences and any general inquiries
- As requested, support senior staff to manage SSTC's HR functions, including assisting in hiring and interviewing of staff recruitment, onboarding, managing leave requests, and maintaining personnel files

4. Translation (5%)

- Draft and translate communication materials, reports, and correspondence in both Khmer and English to ensure clear and professional messaging
- Provide occasional interpretation and translation services between Khmer and English during meetings, or for emergency cover for SSTC's projects

5. Positive Team Environment

- Consistently act in alignment with the organization's core values and ethical standards in all aspects of work and decision-making
- Foster positive, productive working relationships with team members and external partners
- Attend and actively participate in SSTC team meetings
- Provide back up support to team members, when necessary
- Continuously seek ways to improve efficiency, quality, and effectiveness through new ideas and processes
- Provide urgent financial management support in Finance Officer absence
- Complete other mutually agreed upon tasks that are reasonably aligned with the goals of this role

Required Qualifications and Skills:

This role requires:

- Commitment to supporting SSTC's mission, vision and values, and contributing to the organization's growth.
- Associate or Bachelor's degree in Communications, Public Relations, Marketing, Fundraising, resources mobilization, or a related field.
- Minimum of 2 years of experience in communication, fundraising, marketing, social media management, grant writing, partnership coordination, or related roles, preferably within an NGO or social development organization.
- Bilingual proficiency in Khmer and English, with excellent written and verbal communications skills, and strong translation skills.
- Proven experience in creating communication and fundraising materials such as brochures, videos, newsletters, or social media content.
- Strong understanding of social media platforms, engagement strategies, and content design tools (e.g., Canva, Photoshop, CapCut, or similar).
- Experience in an administrative role, including government reporting and compliance procedures
- Good computer literacy, including Microsoft Office (Word, Excel, PowerPoint) and online collaboration tools.
- Detail-oriented, with strong organizational, problem-solving, and multitasking skills.
- Ability to work independently and as part of a team, be self-motivated and responsible.

Hours, Compensation and Benefits:

- Full-time position: 5 days per week (35 working-hours per week)
- Salary: \$430 per month
- Contract length: One year contract with opportunity to renew based on mutual agreement
- Working schedule: To be determined
- Compensatory time-off is offered in accordance with internal policy.
- Time off includes all Cambodian official public holidays.
- Annual paid leave in accordance with internal policy and Cambodian law.
- Sick leave is taken in accordance with internal policy and Cambodian law.
- National Social Security Fund (NSSF)
- Employee taxes are covered by SSTC
- End of contract severance pay upon completion of contract, if contract is not renewed
- For mutually agreed annual contract renewals, up to 3% annual salary increase and a yearly bonus of one month's salary (both based on current salary and satisfactory performance)