

## OPERATIONS OFFICER

The European Chamber of Commerce, Thailand (EABC) is the leading voice for European business in Thailand, with advocacy, recognition and value-add at the core of our mission. We are seeking an **Operations Officer**. The candidate must be able to complete a wide range of administrative and coordination activities requiring clear communication, excellent organisational skills, and attention to detail.

Are you the right person to join an energetic team, doing work highly relevant to Thailand's economy and international relations?

### Scope of Responsibilities:

#### 1. Office Administration

- Manage daily office operations, including filing, correspondence, and document organisation.
- Maintain office supplies, equipment, and service providers to ensure smooth operations.
- Support the preparation of reports, meeting materials, and presentations.
- Handle incoming calls, emails, and general inquiries professionally.
- Maintain accurate records and filing systems for membership and events.
- Maintain and update internal staff leave records and shared calendars.

#### 2. Financial and Administrative Coordination

- Assist in processing invoices, receipts, reimbursements, and expense claims in coordination with the finance team.
- Become familiar quickly with EABC' accounting and bookkeeping platform 'ZERO' to use it for optimal efficiency and effectiveness.
- Support basic bookkeeping and document preparation for the financial team
- Monitor payments and maintain accurate financial records.
- Follow up on outstanding membership fees and coordinate internal tracking.
- Coordinate with vendors and suppliers for internal administrative contracts
- Ensure compliance with organisational procedures and administrative policies.

#### 3. Event and Meeting Coordination

- Provide internal support in preparing logistics and materials for events, workshops, and (where requested) internal meetings.
- Become familiar with any CRM platform which EABC has and use it to advantage.
- Become familiar quickly with Standard Operating Procedures (SOP) such as use of an Excel event budget planning tool; improve on it as needed.
- Assist in registration, attendance tracking, and event materials when required.
- Provide on-site support during events
- Assist in drafting and distributing newsletters and event invitations.

- Support EABC's social media and website updates to promote events and activities.
- Provide support in preparing presentations, reports, and promotional materials

#### **4. General Support**

- Provide administrative and coordination support to the Operations Director.
- Assist in cross-functional initiatives to improve internal processes and efficiency.
- Perform other duties as assigned to ensure smooth daily operations.

#### **COMPETENCIES NEEDED TO UNDERTAKE THIS ROLE:**

##### **Knowledge:**

Understanding of administrative, operational, and internal coordination processes in a professional environment; familiarity with event logistics, finance processes, and office management.

Proficiency in Microsoft Office 365 (Word, Excel, PowerPoint, Outlook) and familiarity with digital collaboration tools, social media and become familiar with financial administration platform and CRM

##### **Communication Skills:**

Proficiency in spoken, written, and presentation in Thai and English, strong interpersonal skills for effective coordination across teams.

##### **Aptitude:**

- Highly organized, detail-oriented, and capable of multitasking across priorities.
- Proactive, solution-oriented, and able to work independently.
- Strong interpersonal skills and experience working in cross-cultural and team environments.
- Project management capabilities for coordinating internal and event-related tasks.

##### **Qualifications:**

A bachelor's degree in business administration, management, or a related field.

##### **Work Experience:**

At least 2 years of experience in office administration, operations coordination, or event support; experience in an international environment or trade association is a plus.

**Please send your resume and a brief cover letter to the Operations Director, EABC at [director@eabc-thailand.org](mailto:director@eabc-thailand.org) A suitable and attractive compensation package will be discussed at the interview.**