Position Title: Director, Social Impact  
Report to: Executive Director, Social Impact  
Employment: Fulltime, Mid-level management  
Location: Phnom Penh, Cambodia

Link to job application: https://www.ondemandassessment.com/link/index/JB-VAK1J3X43?u=1021348  
Question about the job: Email sopheap@digitaldividedata.com

ABOUT DDD  
As the recognized founder of the global “impact sourcing” industry, DDD transforms lives through running a socially responsible BPO firm. Our mission is to run sustainable training and employment programs which provide a path to lifelong opportunity. We have an engaged, motivated workforce of over 1,500 people that allows our clients to be more efficient and globally competitive. From a small data entry operation in Cambodia founded in 2001 and Laos in 2003, the company now offers a wide range of digital content and technology services. DDD is the largest technology-related employer in Cambodia and Laos Kenya.

For nearly two decades, DDD has provided content, data, and technology services to world’s leading organizations and enterprises, including universities and research institutions, cultural heritage organizations, nonprofits and NGOs, and commercial enterprises. DDD’s unique Impact Sourcing model has developed a growing network of young professionals and propelled thousands of families out of poverty.

SUMMARY OF POSITION  
DDD seeks a Director of Social Impact with entrepreneurial mindset to join its global impact team to expand and scale Workforce development program initiatives. This position reports to the Executive Director of Social Impact and holds both strategic and tactical roles in pioneering and executing different social impact initiatives in Cambodia to reach large scale of program beneficiaries, hopefully at least a thousand people annually.

Time Management Breakdown:  
Leadership and team development: 40%  
Visioning, Planning and Reporting: 20%  
Employment, Partnerships and Public Relations: 40%

KEY RESPONSIBILITIES
- Workforce development program:
  - Build on our current efforts to expand our recruiting/training programs beyond just DDD’s business, as well as our pilot helping disadvantaged youth and other laborers succeed in finding ways to be a stepping stone for thousands of youths into promising careers.
  - Continuously figure out new and innovative approaches to scale DDD’s social impact in Cambodia.
- Idea validation:
  - Validate new business concept with potential beneficiaries and partner in the country before reaching conclusion whether or not DDD should pursue new initiative.
- Long-term sustainability
  - Assume full responsibility of budget planning and cost control.
Initiate different approaches to generate revenue so that most program actives are self-financed at least partially.

**People leadership**
- Plan and lead the execution to deliver results of the regular work-study and new impact programs
- Hire, train and set up team members necessary to support the program.
- Work with local team to leverage existing knowledge and experience and maintain supportive team work culture in DDD Cambodia.
- Provide supervision to team member associated with programs in charge.
- Coach and develop team member to reach their highest potentials at DDD

**Program Alumni**
- Provide oversight on activities to maintain and improve DDD alumni network.

**Reporting**
- Produce periodical progress and on-demand report to senior management team.
- Be in charge of reports to donor/impact investors.
- Participate in semi-annual donor/investor conference calls.

**Public Relations**
- Represent and promote DDD to public including government officials, donors, partners and employers.
- Organize different events to promote and increase public awareness of DDD

**SKILLS AND QUALIFICATIONS**
- 7+ years work experience in social business work especially with youth
- 5+ years in supervisory role
- A business acumen with a strategic ability
- Ability to maintain workflow efficiently in a fast-paced environment
- Strong communication and leadership skills
- Proficiency in MS Office and other type of technology for communication
- Ability to understand basic financial management for non-Financial Manager
- Excellent communication skills in Khmer and English

**ATTRIBUTES FOR SUCCESS**

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<th>Job Specific</th>
<th>DDD’s culture fit</th>
<th>Business Context</th>
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<td>Have a strong passion in social work</td>
<td>Act ethically</td>
<td>A commercial experienced professional</td>
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<td>Possess entrepreneurial mindset</td>
<td>Empathetic</td>
<td>Possess customer services mindset</td>
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<td>Bachelor’s Degree in Social Work is a plus</td>
<td>Trustworthy</td>
<td>A collaborator and partner</td>
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<td>Self-driven and independent person</td>
<td>Accountable to job and principles</td>
<td>Willing to take risk and embrace challenges and adapt to changes</td>
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<td>Possess a Salesman mindset is a plus</td>
<td>Respect others</td>
<td>A leader</td>
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<td>A coach</td>
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<td>Thrive for high Performance</td>
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<th>Traits</th>
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<td>Possess a growth Mindset</td>
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<td>Be technology enthusiast</td>
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<td>Always be curious</td>
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<td>A team player</td>
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