

Pinkcollar Employment Agency is looking for a confident and driven Client Engagement Officer. If you are interested in exploring a career with purpose and believe that relationship-building, advocacy and persuasion are your strong suit, we would love to work with you!

CLIENT ENGAGEMENT OFFICER

No of positions available: 1-2

Start Date: July - August 2023

Location: Kuala Lumpur (Publika Shopping Gallery)

Compensation:

- RM3200 - RM4200 per month, depending on skills and experience
 - RM400 travel allowance
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Background of Pinkcollar's Services

Pinkcollar is a professional employment agency that offers ethical hiring services for employers in Malaysia looking to hire full-time migrant domestic workers. Our hiring services provide a guarantee of safe living and working conditions for the migrant workers we place, through strong vetting of the prospective jobs offered by the clients we represent. Our services manage the end-to-end process of employment and migration for our employers and migrant workers, including the sourcing & matching of the worker to jobs offered, visa processing in the source countries we operate in (Indonesia and the Philippines) up to the worker's arrival and start of employment in Malaysia, providing clients and workers regular access to aftercare support and grievance mechanisms.

Core Responsibilities (80%)

- Call prospective Employers (clients), Malaysian or Expats, of domestic workers to understand their unique household/job requirements (such as requirements in cooking, childcare, housekeeping, elderly care, etc.)
- Re-call Employers the next day and the following day if initial call fails
- Must be able to effectively engage with Employers to support Pinkcollar's mission in ethical hiring (for example, to advocate for migrants workers to have access to their passports, mobile phones and freedom of movement)
- Meet with walk-in clients
- Work with the Recruitment Team to identify suitable domestic worker candidates to be matched to Employers
- Schedule interviews between Employers and domestic worker candidates
- Follow up on interviews between Employers and domestic workers
- Update the Employer on the domestic worker search progress proactively

- Close at least 6 sales a month by successfully matching employers and domestic worker candidates, effectively converting client leads into paying clients and maintaining the viability of an ethical business model
- Manage client list efficiently
- Conduct face-to-face Employer orientation sessions when their worker arrives in Malaysia

Additional Responsibilities (20%)

- Assist with lead/ client enquiries regarding Immigration and operational matters on hiring a migrant worker, and staying up-to-date with Immigration process updates
- On top of successfully closing full placement services where employers hire a new worker ethically through Pinkcollar, to also close administrative services (visa and contract renewals) with employers hiring existing domestic workers in Malaysia
- Being a teamplayer by proactively providing innovative ideas and suggestions to continually improve the Sales function

Requirements include:

- Minimum 1-3 years work experience in either sales, business development, advocacy, consultancy, case management, customer service, marketing.
- **Prior experience in Sales and track record in delivering on revenue targets is a bonus**

Communication skills

- Must possess an excellent command of spoken and written English
- Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately
- Asks questions to clarify, and exhibits interest in having two-way communication
- Tailors language, tone, style and format to match client audience; demonstrates openness in sharing information and keeping people informed
- Promotes and persuades others to consider new ideas
- Debating and public speaking experience is an added advantage

Client-relationship building skills

- Establishes and maintains productive relationships with clients by gaining their trust and respect
- Offers new and different options to solve problems or meet client needs
- Identifies clients' needs ahead of time and matches them to appropriate solutions
- Keeps clients informed of progress or setbacks in services

Core Competencies

- Shows willingness to learn from others; seeks feedback to learn and improve
- Shows persistence when faced with difficult problems or challenges (someone who is always up for a challenge!)
- Remains calm in stressful situations
- Committed to equality, justice and human rights principles (interest/passion in migrant worker issues is an advantage)
- Active and empathetic listening skills

- Thinks “outside the box”; takes an interest in new ideas and new ways of doing things;
- Is not bound by current thinking or traditional approaches; able to navigate bureaucratic obstacles.
- Takes initiative towards self-development
- Able to work independently & as part of a team.
- Ability to make sound judgements and decisions

*** This role is open to all academic backgrounds

If you are interested and/or have any questions, please email rafael@hirepinkcollar.com with your **resume/CV** and **cover letter**.

About

Pinkcollar is a professional migrant domestic worker recruitment agency with ethical sourcing and hiring practices for employers and workers. Ideation for Pinkcollar began in August 2017, and was born out of a passion to counter issues of worker exploitation and modern slavery prevalent in Malaysia’s domestic work sector. As a social business, our mission is to eliminate the unsafe and illegal migration of migrant domestic workers, while providing employers with highly-trained and reliable workers for the long-term, through a professional and transparent recruitment service they can trust.

PRESS MENTIONS


Date	Publisher	Post Title and Link
8 May 2019	Young Southeast Asian Leadership Initiative	Pinkcollar Community – Empowering Migrant Workers in Malaysia
12 Aug 2019	World Bank	International Youth Day: How a World Bank Youth Summit Winner is Helping Domestic Workers in Malaysia
2 Oct 2019	Cultural Vistas	YSEALI Seeds for the Future Grantee Helps Create Ethical Recruiting for Domestic Workers
6 Oct 2019	Reuters, then reposted by New Straits Time, Free Malaysia Today and the Malay Mail	Malaysia's first 'ethical' job agency targets modern slavery New Straits Times Malay Mail Free Malaysia Today
8 Oct 2019	BFM	Recruiting Migrant Workers Ethically

Date	Publisher	Post Title and Link
14 Oct 2019	Cilisos	There's a New Recruitment Agency in Malaysia that Hires Maids through...Social Media?
Oct 2019	Word Bank Group	Development Digest: World Bank Group
12 Nov 2019	Global Fund to End Modern Slavery	GFEMS & Fair Employment Foundation: Expanding models for ethical recruitment
30 Nov 2020	Business Today	MaGIC to match funding from Social Impact Matching Grant to 5 social enterprises
30 Nov 2020	Digital News Asia	Five Malaysian social enterprises receive funding boost from MaGIC's SIM Grant
06 Apr 2021	BFM	Improving Recruitment Processes for Foreign Domestic Workers
20 Aug 2021	Winrock International & USAID	Episode 4: Who Cares for the Carers?
April 2022	Global Fund to End Modern Slavery	The Global Fund to End Modern Slavery Announces New Program to Support Migrant Workers in Malaysia, Indonesia
May 2022	Forbes	Forbes 30 Under 30 Social Impact
Sept 2022	Prestige Asia	40 Under 40 - Sophia Aliza Jamal
Oct 2022	Tatler Asia	Gen T List - For making Malaysia's domestic helper market fairer and more efficient
Oct 2022	Peers2Peers Podcast	The Co-Founder of Pinkcollar Employment Agency on Chasing Our Value
Nov 2022	Tatler Asia	How this Entrepreneur's Company is Fighting Against Migrant Labour Exploitation
February 2023	BFM	Tackling Modern Slavery

VIDEO FEATURES

Date	Publisher	Post Title and Link
9 Mar 2020	Astro Awani	The Future is Female: Pinkcollar - Ethical recruitment for migrant domestic workers
23 Sep 2020	Malaysian Global Innovation and Creativity Centre	20 Questions for Pinkcollar

Founding Team

<p><u>Zenna Law</u> CEO & Director</p> 	<p>Zenna graduated with honours from UCL with a Bachelor of Arts in Politics and East European Studies. Between 2016-2018, she has worked at the Russian International Affairs Council in Moscow, Russia, the Malaysian Mission of Malaysia to the UN in Geneva, Switzerland, and the youth arm of British Pugwash Conferences on Science and World Affairs in London, UK. Since the start of her social-entrepreneurial journey, she has won the 2017 Techstars Startup Women's Weekend and the Audience Award at the 2017 World Bank Youth Summit for pitching Pinkcollar. In 2018, she was also a top 30 finalist at the Singapore International Foundation's Young Social Entrepreneurs Program and top 30 finalist at the Khazanah National Entrepreneurship Outreach Program.</p>
<p><u>Sophia Aliza Jamal</u> COO & Director</p> 	<p>Sophia graduated <i>Magna Cum Laude</i> from Duke University in 2017 with a Bachelor of Arts Degree in Public Policy Studies and a Certificate in Innovation and Entrepreneurship. Prior to joining Pinkcollar, Sophia worked at Khazanah Nasional Berhad as a strategy associate, focusing on responsible investment. She was also a United World College (UWC) Scholar at Li Po Chun United World College of Hong Kong and currently sits on the Malaysian National Committee that selects Malaysian candidates for the United World Colleges. Throughout pre-university and university, she was actively involved in anti-trafficking work and social entrepreneurship.</p>

Contact Information

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