



TURQUOISE MOUNTAIN

TERMS OF REFERENCE

Client Account Manager

Length of Contract: 1 year (renewable)

Salary: Based on salary scale and experience

Base: Yangon – full-time, Myanmar national

Tentative start date: early 2022

Background

Turquoise Mountain is a non-profit, non-governmental organization specializing in cultural heritage. Our work spans urban regeneration, business development, and education in traditional arts and architecture. In Myanmar, since 2016, Turquoise Mountain has renovated three monumental historic buildings in downtown Yangon, most recently the iconic Tourist Burma Building, and launched projects to preserve and promote traditional crafts and improve livelihoods for artisans. We currently work across gold-smithing, weaving, and lacquerware production. As part of these projects, we have established a gold-standard jewelry workshop and textiles atelier, facilitated the sale of more than US\$ 1,000,000 of craft products into high-end international markets, spurred craft business education across the country, and have trained more than 700 artisans and building professionals, supporting them to secure sustainable jobs and income.

Context

Turquoise Mountain is working with a network of 400 weavers across seven regions in Myanmar and with 9 goldsmiths in our workshop in Yangon. We are bringing to market jewellery and fabric collections that celebrate the best of Myanmar craftsmanship. Our clients include world renowned interior designers, five-star hotels, and wholesale buyers. Many of our clients are new to sourcing products from Myanmar and we function as a trusted bridge between artisans and buyers to ensure everything goes smoothly – from initial design to final invoicing. Turquoise Mountain has an international client-facing sales team that promotes Myanmar textiles and jewellery internationally.

Main Function

The Client Account Manager will be responsible for managing relationships and communications with international clients in jewellery and textiles, and act as a bridge between the client and the production teams in Myanmar. He or she will work closely with the international sales team that often establishes initial contact with new clients as well as with the in-country production management teams.

Main Responsibilities

- **Client Account Management:**

- Act as the main point of contact for international clients and the international sales team, and as a bridge between them and the Myanmar production teams. This includes negotiating pricing, creating and sending quotations, providing production updates, and so on. Add value by guiding clients through the design and product development as well as order fulfilment phases.
- Help to create production schedules and budgets, monitor production to ensure it is on-time, on-budget, and to specification. Update clients regularly on the progress of production and in case of any unforeseen events. Be solution-driven.
- Work with the Logistics Officer to ensure expedient shipping of orders to clients
- Work with the Finance Manager to oversee client finances, including invoicing and payments.

Other Responsibilities

- **Event planning and management:**

- Lead on the design, organization and implementation of public events (commercial and educational), working with other departments and colleagues as required.

- **Communications:**

- With support from the international sales team, lead locally on the creation of marketing collateral, guiding the Communications and Graphic Design Officer.
- Lead on the creation of commercial content for our Myanmar (social) media channels and newsletters.
- Organize (product) photography shoots as required

- **Local retail:**

- Lead on local retail opportunities in Myanmar, particularly Yangon. Send out product catalogues regularly and manage client inquiries.

Your Qualifications and Competencies

- You have at least 3 years of experience working within the commercial sector, a background in manufacturing, sales, account management, and/or artisanal production is preferred.
- You are a pro-active, clear and thoughtful communicator. Your written and spoken English is excellent. You are highly organized. You can deliver a disappointing message if needed but are solution-driven. You are a team-player and can balance the interests and expectations of the business, the artisans, and the buyers. You are energetic and enjoy supporting other departments. You are a fast learner and eager to learn more about Myanmar traditional jewellery and textiles.

How to apply:

Send your CV (max 2 pages) and Cover Letter (max 1 page) as a single document to Yumon.kyaw@turquoisemountain.org no later than 15 January 2022.