

CSR Program Officer

The American Chamber of Commerce in Myanmar

Background

The American Chamber of Commerce in Myanmar (AMCHAM) was established on October 31, 2013. To date, more than 130 companies employing over 104,000 Myanmar nationals have joined the Chamber. These companies represent a diverse collection of industries and nationalities, with a common goal to expand American business and promote the highest business standards in Myanmar. AMCHAM was registered with the Myanmar Directorate of Investment and Company Administration (DICA) in September 2017 under registration number 115666037. We are a not-for-profit organization.

Mission

The mission of AMCHAM is to promote and connect American business in Myanmar by encouraging local partnerships and upholding the highest business standards.

Objectives

The objectives of AMCHAM are to:

- Promote U.S. business investment in Myanmar.
- Provide a unified voice for American business.
- Encourage American business to collaborate with companies in Myanmar.
- Communicate opportunities and realities on the ground for businesses interested in the Myanmar market; and
- Facilitate capacity development by sharing best practices and encouraging corporate social responsibility.

Position

The Corporate Social Responsibility (CSR) Program Officer will be responsible for the day-to-day operational delivery of AMCHAM's CSR program "Youth Pathways Hub". Under the direction of the AMCHAM Executive Director and Deputy Director and following AMCHAM policies, the CSR Program Officer will be responsible for the planning, coordination, administration, and monitoring of CSR programs and activities of the Chamber. The role serves as the primary point of contact for AMCHAM members and program participants (mentors, students, trainers, etc.), ensuring smooth implementation of program activities from recruitment and onboarding through completion and evaluation.

This is a project-based role offered on an initial 6-month fixed-term contract, with the possibility of extension based on project requirements.

The CSR Program Officer reports to the Deputy Director and also supports other CSR activities of the Chamber, as advised. The position is based in Yangon.

Core Responsibilities

The CSR Program Officer will have the following responsibilities:

Program Administration and Coordination

- Coordinate all aspects of the CSR program, including communications, implementation, documentation, monitoring, and reporting of activities in accordance with approved plans and timelines.
- Work with the AMCHAM Development and Sustainability Committee (DASC) to understand the CSR priorities of AMCHAM members, their desired CSR themes, potential beneficiaries, etc.
- Administer the workings of DASC, including setting meeting dates and times, sending invitations and confirming attendance, preparing meeting documents, having minutes taken, and documenting decisions.
- Maintain participant, mentor, and stakeholder records and databases.
- Prepare program documentation, reports, and administrative records.

Participant Recruitment and Engagement

- Support the recruitment, selection, onboarding, and orientation of program participants.
- Serve as the primary contact point for students throughout the program.
- Monitor attendance, participation, and overall engagement.

Stakeholder Management

- Coordinate mentoring sessions with mentors from member companies.
- Facilitate mentor-mentee engagement.
- Monitor mentor-mentee interactions and provide support as needed.

Training and Event Coordination

- Organize and coordinate training sessions, workshops, program events or other knowledge products geared towards improving CSR practices as advised by the Deputy Director.
- Liaise with trainers, speakers, and venues.
- Ensure logistical arrangements and participant communications are completed in a timely manner.

Monitoring, Evaluation, and Reporting

- Track program performance indicators, attendance, and participant progress.
- Support participants in planning and implementing community projects, ensuring compliance with program requirements.
- Collect and document outputs and feedback from students, mentors, trainers, and other stakeholders.
- Prepare monthly, mid-term, end-of-program, and impact reports.

Stakeholder Communication

- Maintain regular communication with students, mentors, member companies, trainers, and other stakeholders.
- Disseminate program updates, schedules, announcements, and relevant information.
- Support the promotion and documentation of program achievements and success stories.

Support for Other CSR Related Duties

- Provide administrative and operational support for related CSR activities as assigned.
- Perform other duties necessary for the successful delivery of the program.
- Supply timely and quality reports on other CSR activities as required.
- Serve as the technical focal person for CSR activities.
- Build the capacity of member firms to improve CSR knowledge and practices.

Experience & Desired Skills

The successful candidate will be interested in supporting trade and investment in Myanmar and will be a motivated, enthusiastic team player who is fast to learn. Some evening and weekend work will be required occasionally, and the incumbent is expected to engage with AMCHAM events that may occur outside working hours.

Qualifications

- Minimum experience: bachelor's degree and at least two years of experience in program coordination, project support, training coordination, CSR, NGO work, or community-based programs.
- At least two years of experience in office administration, record management and administrative procedures, and internal controls or related roles.
- Experience working in corporate social responsibility projects preferred.
- Exposure to multi-stakeholder coordination (e.g. companies, mentors, partners, or community groups) is an advantage.
- Exceptional command of written and spoken English.
- Strong analytical, organizational, and time-management capabilities.

Competencies

- Ability to juggle competing priorities, meet demanding deadlines and work under pressure.
- Detailed-oriented with good record-keeping and follow-up discipline.
- Proficient in Microsoft Office and computer skills.
- English and Burmese fluency is required.
- Comfortable facilitating group communication and managing expectations.
- High-quality standards.
- Motivated and proactive.
- Able to work independently.
- Strong sense of ownership and responsibility.
- Proactive in identifying and resolving operational challenges.
- Willingness to work on weekends and outside of working hours, on occasion.
- Flexible and innovative approach to challenges.
- Ability to communicate with senior business representatives diplomatically.

Details

Title: CSR Program Officer
Reporting to: Deputy Director
Working Hours: Part-time, project-based (approximately 6 months, extendable)
Location: No. 3/A, Bogyoke Aung San Road #14-00, Suite 2, Junction City Tower Pabedan Township, Yangon, Myanmar

To Apply Please send your CV (less than 2 pages) and cover letter with 2 references (less than 1 page) to service@amchammyanmar.com
 Only shortlisted candidates will be contacted. Employment offers are subject to successful clearance of pre-employment checks.

Applications are accepted on a rolling basis with a view to recruit as soon as possible.