

Swisscontact is an independent Swiss foundation promoting economic, social, and environmental development and currently active in Eastern Europe with five projects concentrated in Western Balkan: Skills Development, SME Promotion and labor market access. Swisscontact operates from offices established in Albania, Kosovo, Macedonia and Serbia.

The Swiss Import Promotion Programme SIPPO is a mandate of the Swiss State Secretariat for Economic Affairs, SECO. It develops innovative methodologies to strengthen the capacity of Business Support Organizations in 11 countries with emerging economies. They deliver “last mile” services to improve worldwide exports and satisfy the demand on the importer side.

SIPPO, facilitated by Swisscontact, going to start on 1<sup>st</sup> April 2017, searches for its office in Tirana a

**SIPPO Business Support Organisation (BSO) Facilitator 100% (Senior position), with focus on export promotion training, online content management and monitoring and results management**

The SIPPO BSO Facilitator will cooperate closely with the SIPPO Country Representative (SCR) in the design of the SIPPO strategy, elaboration and implementation of the annual work plans in the sectors of activity, communication, controlling, monitoring and reporting. S/he will support BSOs in providing improved services related to export promotion and develop online knowledge and training resources.

**Main tasks and responsibilities:**

- Establish and maintain excellent network with all stakeholders with focus on BSOs and sector associations
- Cooperate closely with the SCR in the elaboration of an annual work plan for each specific BSO
- Advise BSOs in preparing market development strategies and export skills for their members
- Support BSOs in developing quality online tools
- Establish, in cooperation with the BSO, the set-up of the web-based collaboration platform
- Provide capacity building to BSOs in maintaining, editing and management of the collaboration platform
- Compile training modules on export-related topics and put them online
- Support the SCR in all communication issues; write crisp texts related to SIPPO, and place them online
- Compile for the country home page of SIPPO general and sector specific trade and export related information
- Elaborate specific contents for meetings related to the SIPPO country programme
- Follow up on available trainings induced by SIPPO together with its partners
- Apply monitoring and results measurement tool based on SIPPO guidelines and templates
- Collect data for SIPPO MRM (Monitoring Result Management) and maintain the SIPPO MRM / CRM (Customer Relationship Management) system

**Requirements:**

- Solid knowledge of export / trade promotion and proven network of BSOs and Trade Promotion Organizations;
- Longstanding experience in multi-stakeholder management (public and private sector)
- Direct experience in trade and export activities in one of the programme sectors: natural ingredients; sustainable tourism and value-added textiles
- Broad understanding of the functioning and tasks of different BSOs
- Work experience in composing specialized texts for online media, releasing trade and export-related information and elaborating specific didactic materials in the field of commerce and trade
- Profound work experience with web-based tools and platforms
- Good understanding and know-how in monitoring- / results measurement tools
- Excellent experience in customer relationship management (CRM)
- University degree in economy, one of the programme sectors, management or equivalent
- Minimum 5 to 10 years work experience in trade-related environment
- Experience in facilitation of training modules, preferably online training (e-learning)
- Proven skills to communicate with different stakeholders, at all levels and with all technical means (print, online);

- Native fluency in local language and excellent language skills in English: C1 / CEFR (written and spoken).

**Office location:** Tirana; **Starting date:** 1 April 2017

**Application documents:** Motivation letter (1 page) and Curriculum Vitae in English; Work Certificates; Degree Certificates

**Deadline for application:** 23 January 2017

**Applications to be sent to:** [natalija.puntevska@swisscontact.org](mailto:natalija.puntevska@swisscontact.org) with subject: **SIPPO BSO facilitator Albania**

Only the short-listed candidates will be contacted