



Jordan Chamber of Industry announces the following vacancy:

➤ **Position:** MSME Productivity and Assessment Officer.

JCI is currently working on a project to measure and assess productivity bottlenecks and support MSMEs in developing business plans. The project will focus on industrial SMEs in the agro-foods subsector that employ and/or serve refugee and host communities.

➤ **Duties & Responsibilities:** The MSME Productivity and Assessment Officer will be a part of the Jordan Chamber of Industry. He or she will be the main focal point within the Chamber for the day-to-day operations of the project. Specific duties will include

1. Develop a clear methodology including SOP to measure productivity at firm level, assess the business operations and identify priority interventions for better business outcome and improved working conditions
2. Conduct on site productivity assessment analysing the following business aspects: HR management and working conditions, business engineering, financial strategy, marketing, process optimization (including digitalization process)
3. Write up technical productivity assessment reports highlighting business solutions and options to increase productivity, improve working conditions and expand business operations
4. Follow up and measure productivity performance as a result of JCI promoted technical interventions
5. Establish and develop knowledge management system covering technical activities under the project.

6. Organize training programmes, awareness raising activities and coaching sessions if needed
7. Contribute to research papers analysing the agro-industry business environment in Jordan
8. Develop and maintain strong links with project stakeholders
9. Prepare required technical progress reports and ad hoc reports on the status of project planning and implementation
10. Ensure high-level communications to increase visibility

➤ **Qualifications:**

- University degree in food processing, or engineering or Advanced university degree in HR management or Advanced university degree in Marketing and Export Management combined with relevant experience
- Three to four years of experience in SMEs development related projects with a focus on either process optimization (cost control, safety, suppliers management) or personnel management or market development.
- Sound knowledge and experience in all aspects of project cycle, i.e. design, implementation, monitoring and evaluation.
- Experience as an SME trainer or coach as an asset
- Excellent English and Arabic languages

➤ **Competencies**

- Ability to understand and effectively work with SMEs
- Ability to maintain working relationships with SMEs owners and project stakeholders
- Ability to establish and maintain systems within project operation
- Ability to conduct productivity assessment and write analytical technical reports in English
- Good communication skills, both written and verbal
- Ability to work in a team and good interpersonal relations
- Ability to train and guide personnel
- Ability to work under time pressure and meet deadlines

- Ability to work in diversified environments
- Knowledge of and ability to use computers, including Microsoft Office applications
- Ability to work independently with a minimum of supervision

➤ **Application:**

Interested candidates are kindly requested to send their CVs to hiba.abutaleb@jci.org.io before COB of Sunday 5/11/2021