

**JOB DESCRIPTIONS**

**SERVICING & AFTERCARE UNIT**

# **JOB DESCRIPTION**

## **SENIOR SERVICING & AFTERCARE MANAGER**

### **Background**

ENTER IPI NAME is the official investment promotion agency of ENTER COUNTRY. The agency's mandate is to attract and retain investment that complements the development objectives of the country through well-structured promotion and facilitation services to potential and established investors. The advertised position is for the Senior Servicing & Aftercare Manager, who conducts the following activities:

- Investment Project Servicing – fulfill all company establishment requirements
- Reactive & Proactive Aftercare Servicing – maintain relationships with established companies and fulfill ongoing requirements and encourage expansion
- Develop and maintain a network of government, regulatory and service provider experts to support the investor companies
- Monitor company and industry developments and communicate the opportunities and threats to the IPA management, experts, stakeholders and policy makers

### **Overall responsibilities**

The Senior Servicing & Aftercare Manager reports to the **ENTER POSITION** of ENTER IPI NAME and is responsible for planning and implementing all investor servicing and aftercare activities. The key functions of the position are:

- Manage a small unit focused on Investor Serving & Aftercare
- Define the requirements for company investment and aftercare servicing
- Develop and implement strategies to support both investment servicing and aftercare
- Leverage the network of government, regulatory and service provider experts to create clear information, procedures, and solutions for investor companies
- Develop and maintain a database of expert contacts and solutions for start-up, operational aftercare, and expansion issues
- Create communications to inform investors about the agency solutions – web site, email, hardcopy, events etc
- Meet with and develop relationships with foreign investors
- Provide investment project support for new establishments, and aftercare support for operational issues or expansion projects
- Document investment and aftercare cases as well as industry developments and communicate with IPA Management, experts, stakeholders and policy makers
- Hire and train staff
- Develop and manage a budget for the unit
- Reporting to the **ENTER POSITION**

## **Specific Responsibilities**

### **Group Establishment**

- Develop Investor Serving & Aftercare unit based on FIAS guidelines and localize
- Create unit objectives based on FIAS guidelines, job description, and IPA strategy
- Establish operating strategies based on investor requirements and resources available

### **Investor Requirements**

- Manage the investor requirements gathering process
- Define requirements for company investment projects
  - Identify primary company registration and establishment requirements
  - Identify key start-up process issues – real estate, human resources, legal, finance and incentives
- Define requirements for reactive and proactive support
  - Identify ongoing operational issues of investor companies
  - Identify investor expansion requirements
- Document requirements and identify solutions

### **Expert Network Development**

- Manage the expert network development process - key to all service and support activities
- Develop and maintain a network of key government, regulatory and service provider experts
- Identify key experts for each requirement identified
- Develop documented solutions to the investor requirements above
- Introduce experts to investor companies as and when required

### **Information & Database**

- Manage information collection, database storage and distribution
- Create database of sources for assistance
- Document solutions based on investor requirements and expert solutions
- Maintain updated information
- Develop a modular delivery approach that links with communications tools – documents, web, etc

### **Investor Project Servicing**

- Develop and manage investor project servicing program
- Leverage expert relationships to provide solutions to investors
- Provide investors with advice on company formation, start-up and site selection
- Assist the company with regulatory and registry issues
- Liaise with all necessary regulatory agencies to ensure a smooth process for the investor
- Maintain contact with the investor through the completed investment

### **Proactive Investor Aftercare**

- Develop and manage proactive aftercare program

- Segment and target existing investors based on strategic criteria for the proactive aftercare program
- Contact established foreign investors and identify potential upgrade or expansion opportunities in the country
- Encourage key executives to participate in promotional activities
- Leverage expert relationships to provide aftercare solutions to investors
- Monitor company and industry developments and create solutions that reflect these

### **Communications**

- Manage all aspects of the unit's communications
- Document all investor requirements and solutions and make available through available media – website, documents, email etc.
- Train staff on investor requirements and solutions
- Plan and execute proactive aftercare campaigns to reach, contact, influence, persuade and attract those targeted investors
- Leverage existing investor executives in promotional activities
- Update the target sector and segment sections on the website
- Establish and nurture international press contacts, in coordination with the PR staff
- Ensure effective and continuous communication with the Investment Promotion Director and departmental staff
- Communicate investor and industry developments with key government, regulatory, and service provider experts, as well as stakeholders and policy makers

### **Administration and Finance**

- Report to **ENTER POSITION**
- Collaborate with other department managers to fulfill the agency's overall goals
- Prepare the unit's annual plan & budget
- Manage programs so that expenditures come in within the approved budget
- Establish and create a periodic reporting system to monitor and report the unit's progress against set objectives
- Collaborate in the preparation of the ENTER IPI NAME's periodic and annual reports to the Board, including the entity's results vs. objectives, goals and performance indicators
- Perform other job-related tasks as needed for the achievement of results and/or as requested by the **ENTER POSITION**

### **Human Resources**

- Hire and train staff
- Manage the group to support goals of the Investment Project Servicing & Aftercare Unit
- Research and propose professional training and development opportunities to continuously upgrade team skills
- Create a dynamic and positive working environment
- Provide periodic staff performance reviews based on set goals and objectives

## **Essential qualifications/experience**

- Degree in Business Administration, Management, Marketing, Finance/Banking, Corporate Law, Economics, Real Estate, or any equivalent combination of education, experience and training that provides the required knowledge and skills
- Seven to ten years business experience in a customer focused organization with international clients
- At least three to five years of management experience
- Strong experience in managing and developing a team
- High level of professionalism and integrity
- Superb skills in marketing, sales and networking and good record of results in these domains.
- Excellent interpersonal skills and ability to negotiate and persuade
- Strong dynamism, energy and initiative
- High level of determination, persistence, tenacity, self control and ability to work under pressure
- Ability to visualize, plan, coordinate, execute and monitor a comprehensive and multifaceted investor support program consistent with ENTER IPI NAME's mission
- Superior communication skills, both for writing and oral presentations
- Proficient in English in addition to the home country language
- Excellent computer skills: fully proficient in using MS Office (Word, Excel, PowerPoint, Outlook), Internet, and database programs and ability to learn new programs

## **Desirable qualifications and experience**

- Master Degree in Business Administration, Management, Marketing, Finance/Banking, Corporate Law, Economics, Real Estate, or any equivalent combination of education, experience and training that provides the required knowledge and skills
- Knowledge of, understanding of, and love for ENTER COUNTRY as a place for business
- Sense of civil responsibility, patriotism and motivation to contribute to ENTER COUNTRY's socioeconomic development
- Additional languages are a plus

## **Licenses**

- Driving License, ideally international

# **JOB DESCRIPTION**

## **SERVICING & AFTERCARE PROJECT OFFICER**

### **Background**

ENTER IPI NAME is the official investment promotion agency of ENTER COUNTRY. The agency's mandate is to attract and retain investment that complements the development objectives of the country through well-structured promotion and facilitation services to potential and established investors. The advertised position is for the Servicing & Aftercare Project Officer, who conducts the following activities:

- Investment Project Servicing – fulfill all company establishment requirements
- Reactive & Proactive Aftercare Servicing – maintain relationships with established companies and fulfill ongoing requirements and encourage expansion
- Develop and maintain a network of government, regulatory and service provider experts to support the investor companies
- Monitor company and industry developments and document them for management

### **Overall responsibilities**

The Servicing & Aftercare Project Officer reports to the Senior Servicing & Aftercare Manager of ENTER IPI NAME and is responsible for the implementation of all investor servicing and aftercare activities. The key functions of the position are:

- Define the requirements for company investment and aftercare servicing
- Assist in developing and implementing strategies to support both investment servicing and aftercare
- Leverage the network of government, regulatory and service provider experts to create clear information, procedures, and solutions for investor companies
- Develop and maintain a database of expert contacts and solutions for start-up, operational aftercare, and expansion issues
- Create communications to inform investors about the agency solutions – web site, email, hardcopy, events etc
- Meet with and develop relationships with foreign investors
- Provide investment project support for new establishments, and aftercare support for operational issues or expansion projects
- Document investment and aftercare cases as well as industry developments and communicate with IPA Management, experts, stakeholders and policy makers
- Periodic reporting to the Senior Servicing & Aftercare Manager

## **Specific Responsibilities**

### **Investor Requirements**

- Assist in the investor requirements gathering process
- Define requirements for company investment projects
  - Identify primary company registration and establishment requirements
  - Identify key start-up process issues – real estate, human resources, legal, finance and incentives
- Define requirements for reactive and proactive support
  - Identify ongoing operational issues of investor companies
  - Identify investor expansion requirements
- Document requirements and identify solutions

### **Expert Network Development**

- Contribute to the expert network development process - key to all service and support activities
- Develop and maintain a network of key government, regulatory and service provider experts as assigned
- Identify key experts for each requirement identified
- Develop documented solutions to the investor requirements above
- Introduce experts to investor companies as and when required

### **Information & Database**

- Assist in information collection, database storage and distribution
- Create database of sources for assistance
- Document solutions based on investor requirements and expert solutions
- Maintain updated information
- Work with the team to develop a modular delivery approach that links with communications tools – documents, web, etc

### **Investor Project Servicing**

- Contribute to the development of an investor project servicing program
- Leverage assigned expert relationships to provide solutions to investors
- Provide investors with advice on company formation, start-up and site selection
- Assist the investor with regulatory and registry issues
- Liaise with all necessary regulatory agencies to ensure a smooth process for the investor
- Maintain contact with the investor through the completed investment

### **Proactive Investor Aftercare**

- Contribute to the development of a proactive aftercare program
- Segment and target existing investors based on strategic criteria for the proactive aftercare program
- Contact assigned established foreign investors and identify potential upgrade or expansion opportunities in the country
- Encourage key executives to participate in promotional activities
- Leverage expert relationships to provide aftercare solutions to investors

- Monitor company and industry developments and create solutions that reflect these

### **Communications**

- Work with the team to document all investor requirements and solutions and make available through available media – website, documents, email etc.
- Implement proactive aftercare campaigns to reach, contact, influence, persuade and attract those targeted investors
- Leverage existing investor executives in promotional activities
- Update assigned target sector and segment sections on the website
- Establish and nurture international press contacts, in coordination with the PR staff
- Gather and document investor and industry developments

### **Essential qualifications/experience**

- Degree in Business Administration, Management, Marketing, Finance/Banking, Corporate Law, Economics, Real Estate, or any equivalent combination of education, experience and training that provides the required knowledge and skills
- Five to seven years business experience in a customer focused organization with international clients
- High level of professionalism and integrity
- Strong skills in marketing, sales and networking and good record of results in these domains
- Excellent interpersonal skills and ability to negotiate and persuade.
- Strong dynamism, energy and initiative
- High level of determination, persistence, tenacity, self control and ability to work under pressure
- Superior communication skills, both for writing and oral presentations
- Proficient in English in addition to the home country language
- Strong computer skills: fully proficient in using MS Office (Word, Excel, PowerPoint, Outlook), Internet, and database programs and ability to learn new programs

### **Desirable qualifications and experience**

- Knowledge of, understanding of, and love for ENTER COUNTRY as a place for business
- Sense of civil responsibility, patriotism and motivation to contribute to ENTER COUNTRY's socioeconomic development
- Additional languages are a plus

### **Licenses**

- Driving License, ideally international



# **JOB DESCRIPTION**

## **SERVICING & AFTERCARE ADMINISTRATIVE ASSISTANT**

### **Background**

ENTER IPI NAME is the official investment promotion agency of ENTER COUNTRY. The agency's mandate is to attract and retain investment that complements the development objectives of the country through well-structured promotion and facilitation services to potential and established investors. The advertised position is for the Servicing & Aftercare Administrative Assistant, who conducts the following activities:

- Maintain a range of administrative activities for the Servicing & Aftercare Unit
- Support two Servicing & Aftercare professionals with their responsibilities
- Provide support for investor projects and aftercare activities

### **Responsibilities**

The Servicing & Aftercare Administrative Assistant reports to the Senior Servicing & Aftercare Manager of ENTER IPI NAME and is responsible for supporting all investor servicing and aftercare activities. The key functions of the position are:

- Act as the primary office support person for the Servicing & Aftercare Unit
- Act as the first point of contact for the Unit
- Assess, prioritize and channel all communications to the right individual or group
- Interact with investor companies on initial queries
- Liaise with the network of government, regulatory and service provider experts to gather information for specific projects
- Coordinate the unit's activities with other departments in the agency
- Assist in maintaining Servicing & Aftercare databases – data entry and report production
- Assist in development of site visits and other investor itineraries
- Assist in the development of customized materials for a investor project
- Assist in gathering, editing and updating information for the web site, newsletters and any other promotion materials
- Provide specific research based on direction from the Project Officer and the Senior Manager
- Provide daily international and domestic media tracking and distribution related to key industry sectors
- Coordinate and compile periodic reporting for the Unit
- Maintain administrative, finance and human resource documentation
- Implement any other special projects as assigned

## **Skills/Competence/Experience**

- Two - Four years of administrative support experience
- Some customer interaction experience
- Strong communication skills – telephone, email and in person
- Knowledge of English and other languages
- Ability to work alone or in a team setting
- Excellent organizational skills and detail oriented
- Able to follow instructions
- On time and reliable
- Computer skills/proficiency with Windows applications (Word, Excel, PowerPoint, etc.)
- Experienced with research projects within the internet
- High school graduate. Some college preferred – but not mandatory
- Interested in learning and growing with the position