

HELNETAS, an International Non-Government Organization, supports the efforts of disadvantaged people and communities to determine the course of their own lives, thereby helping them to help themselves. HELNETAS promotes fair access to essential resources and protect social, economic, political, environmental and cultural rights.

For its Trade Promotion Program SIPPO facilitated by Swisscontact and HELNETAS Swiss Intercooperation, going to start by 1st April 2017 HELNETAS Swiss Intercooperation searches for its office in Hanoi a:

## **SIPPO BSO Facilitator, 100% (Senior position)**

The SIPPO Business Service Organisation (BSO) Facilitator has demonstrated expertise in trade / export promotion with particular focus on providing business support to exporting companies and agencies; has experience in developing online knowledge and training resources (e-learning); has vast experience in the area of gathering, compiling, and updating information relevant to trade / export promotion, application of digital communication instruments and longstanding experience in working with or in the private sector are further required skills.

### **Profile / Experience:**

- solid knowledge of export / trade promotion and proven network of Business Support- 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 selected programme sectors including Natural Ingredients, Wood Processing and Textile;
- broad understanding of the functioning and tasks of Business Support- and/or Trade Promotion Organizations, sector associations and other institutions cooperating within the trade community;
- 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 the application of monitoring- / results measurement tools;
- excellent experience in customer relationship management (CRM).

### **Qualifications:**

- university degree in one of the selected sectors;
- minimum 10 years work experience in trade-related environment;
- experience in facilitation of training modules, preferably online training (e-learning);
- experience in writing crispy content for local SIPPO website;
- 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).

Job applications shall be sent in electronic version including CV (Work experience and the roles / functions of the applicant have to be documented with work certificates. Names and addresses of organizations served; summary of accomplishments, tasks and services carried out; periods of service); Certificates / Diplomas, references and a cover letter in English not later than **February 3<sup>rd</sup> 2017** to [helvetas.vietnam@helvetas.org](mailto:helvetas.vietnam@helvetas.org). Only short listed candidates will be informed. More detailed Job Description can be seen at: <https://vietnam.helvetas.org/en/news/>