

JOB DESCRIPTION

JOB TITLE
BUSINESS SUPPORT MANAGER
SITUATION IN ORGANISATION
Position reports to Managing Director
JOB DIMENSIONS - OBJECTIVES
The Business Support Manager handles and renders services to French, Francophone and/or Ghanaian companies and contributes to the facilitation of trade activity between the countries involved.
ACTIVITIES
<p><i>UNDER THE SUPERVISION OF THE MANAGING DIRECTOR</i></p> <p>INFORMATION CENTER</p> <p><u>Country/sectorial data collection</u></p> <ul style="list-style-type: none"> • Collect, summarize and update, in French and in English, general information relating to business set up in Ghana, import-export, custom tariffs... • Create and update country factsheet, as well as sectorial factsheets in French and in English • Share factsheets with Business France, Economical Department of the Embassy of France, and CCI France International or depending on the needs with any CCI FI • Create and update Ghana infographics and 10 reasons to choose Ghana in French and in English and share with Business France, Economical department of the Embassy of France, CCI France International, CCI FI • Prepare information according to CCI requests • Prepare information for the Managing Director to advise French companies and to participate in Business meetings in France • Work with communication coordinator to update the website with useful, brief and detailed information on France and Ghana. • Monitor and update internal database with tender offers from multilateral trade partners and public sector authorities such as the Ghana Public Procurement Authority (PPA), European Union, World Bank etc.) <p><u>Contact/Lead Generation</u></p> <ul style="list-style-type: none"> • Gather and update detailed contacts lists per activity sector • Visit local trade fairs/exhibitions and identify key players in the industry



BUSINESS SUPPORT SERVICES

Management of Enquiries

Screen all incoming business support-related enquiries from companies requesting information or services

- In case of general enquiries by email: acknowledge receipt, propose basic knowledge on the subject, with time and price quotation, and plan for a phone meeting to give a detailed quotation or orient them to more suitable organizations/ company members
- In case of requesting for a meeting: accompany Managing Director to the meetings to learn how to respond to clients and gain better understanding on business issues and context.
- Set up realistic timeline updates of business support services rendered to prospective clients
- Promote viable investment opportunities to French companies in procurement during the enquiry process.
- Facilitate assistance to French companies in the private or public sector seeking to place bids on ongoing tenders in Ghana.

Project Management:

Once time and price quotation are approved by client:

- Understand into details clients' needs by having a phone and/or video call and by studying the requirements specifications (cahier des charges) form filled by client
- Exchange financial details of the service with the administrative team for invoice and eventually logistics aspects for a mission (accommodation and car rental...)
- Conduct the service for each individual client or for clients such as Business France or CCI network:
 - Contact Lists: study clients' needs, research and verify contacts; build up list, fill CCIFG template and submit to client after Managing Director's approval.
 - Test on offer (TSO): after contact list finalization, meet and/or call the potential partners to get more details on their activities and find out interest of service/product sold by CCIFG client. Fill CCIFG template and submit to client in due time after Managing Director's approval.
 - Trade mission: after contact list finalization or after TSO and after Managing Director's approval, prepare program of meetings with business potential partners. Participate in the welcome meeting with the Managing director to brief the client on Ghana market and environment. Organize a debrief meeting, eventually with the Managing director, to evaluate the results of the

work and further improve the services.

- Market Study: according to clients' request and following the advice of Managing Director, conduct a meeting with service provider to outsource the activity.
- For any other services: act according to the needs of the client and under the supervision of Managing Director

EVENTS

- Propose tentative lists of potential speakers for conferences and follow-up content with them once approved by Managing Director
- Take notes/minutes during conferences and update information for CCIFG business data center

CSR/ESG

- Formulate/conceptualize CSR/ESG initiatives for the Chamber
- Take the lead in implementing and executing CSR/ESG activities

OTHERS

- Contribute to strategic reflection on the department's short-to-medium-term orientations
- Willingly undertake any other assignment or duties as may be assigned from time to time



REQUIRED QUALIFICATIONS / EXPERIENCE

- French (with residency in Ghana) or Ghanaian nationality
- Fluent in French and English (written and spoken)
- Degree in international management, business studies or relevant fields
- Computer Skills: Pack office
- Knowledge of both Franco-Ghanaian business and international environment is an asset
- Dynamic, reliable, pro-active, autonomous, attention to detail, ability to respect deadlines, team spirit, inter-personal skills

Send your CV & Cover Letter in both French & English to:

Maxine REINDORF-PARTEY: maxine.reindorf-partey@ccifranceghana.com

Closing date: 15th November 2024 - 23:59