

Comissão INTALADORA BEE TIMOR-LESTE, E.P.

DECRETO-LEI N.º 41 /2020 de 25 de Setembro

CRIA A EMPRESA PÚBLICA BEE TIMOR-LESTE E APROVA OS RESPECTIVOS ESTATUTOS

Despacho nº 015 /MOP/X/2020

Nomeação dos Membros da Comissão Instaladora para "Bee Timor-Leste E.P." (BTL E.P.)

VACANCY ANNOUNCEMENT

Bee Timor-Leste (BTL, EP) is public company utilities recently created by the Government of Timor-Leste to promote greater efficiency and sustainability for the implementation of the Government's strategy in providing water and sanitation services to the public.

The Public Company mission is to assist the Government in the implementation of national policies for water and sanitation through the integrated and sustainable management of water and sanitation related services.

In order to be able to carry-out its mission, the BTL E.P. is planning to recruit competent and skill-full people to joint and fill-in various positions. Thus, BTL, E.P. invites applications for employment from all interested and qualified candidates for the position.

A detailed job description or ToR for each of the position can be obtained by visiting the Office of ***Direcção Nacional de Aprovisionamento (DNA) Ministerio Obras Publico, Caicoli-Dili***, or, you could also download from DNA official Fans Page **Aprovisionamentu de OBRAS Pública** or hard copy at DNA Office, Rua Caicoli Opposite with Ministerio Estatal Dili Timor-Leste.

Interested applicants should submit a cover letter and a resume - not to exceed 3 pages - and any other documentation that addresses the qualification requirements of the position as listed in the full job description.

Please provide names of three references and their contact numbers and email addresses as well. Please send your application to the attention of **Direcção Nacional de Aprovisionamento (DNA) Ministerio Obras Publico, Caicoli-Dili**. Applications may be sent electronically to att Mr. Quintiliano Afonso Belo, Director of Procurement via : ddel1981@gmail.com or submit to **DNA Office, Rua Caicoli Opposite with Ministerio Estatal Dili Timor-Leste**.

Notes: Only short listed applicants will be contacted to participate in the next level of the hiring process.

BTL, E.P. is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Timorese society. We believe that social inclusion and diversity contribute to excellence. Women are especially encouraged to apply.

OPEN TO: All Qualified candidates (Timorese Only)

No	Positions	Task Purpose	Number	Required Skills and Qualification
1	Executive Secretary (ES),	Responsible for supporting high-level executives and management or entire departments. Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests.	1	<ul style="list-style-type: none">• Bachelor's degree in business administration, management, or related field; Minimum five years of experience in the related field;• Ability to maintain an accurate calendar; great planning abilities; Amazing interpersonal skills; Ability to follow confidentiality guidelines; Ability to make travel plans; leadership skills and experience; Employee management;• Solid communication skills, Both written and verbal; Public speaking skills;• Understanding of business principles and practices; Superior attention to detail; Organizational skills; Research skills; Analytical skills; Critical thinking skills; Problem-solving skills; Computer skills; Multi-tasking



2	Communication and Public Relation Manager (CPRM).	The purpose of CPRM is to take the leadership of managing, operation and management of Department of Communication and Socialization (DCS) to ensure quality information transmitted to the public. The CSM oversees all activities and staff of the DCS to support BTL E.P. short- and long-term strategic goals. The CDM is supervised and report to the President of Executive Committee Team, and works in partnership with other Directorates and/or departments.	1	<ul style="list-style-type: none"> • The CPRM should be someone with; a passion for communication works, a Bachelor Degree in Communications, journalism, public relations or other relevant field, and a minimum 5 years of relevant experience in a similar role, proven experience creating target content is an advantage, strong knowledge of communication practices and techniques, outstanding written and verbal communication skills, must be able to do multitask and work well under pressure. • Experience as executive director, manager and/or senior-level of communication jobs with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
3	Environment and Quality Control Manager (EQCM)	The purpose of EQCM is to ensure the health and safety of BTL staff, consumers and environment. Thus, the EQCM will be responsible for promoting compliance with	1	<ul style="list-style-type: none"> • The EQCM should be someone with; a passion for quality control works, a Bachelor Degree in science (Biology, Chemical Engineering) or other relevant field, and a minimum 5 years of relevant experience in a similar role, outstanding written and verbal communication skills, and

		<p>the policies defined to improve the effectiveness and efficiency of BTL, EP processes. The EQCM will also, providing methodological support for the development and optimization of the performance of activities and protection of fundamental resources, which in turn will guarantee quality and safety of; company's projects, drinking water, and effluent released into the environment. The EQCM oversees all activities and staff of the EQCD to support company's short- and long-term strategic goals. The EQCM is supervised and report to the President of Executive Committee Team, and works in partnership with other Directorates and/or departments.</p>		<p>work well under pressure, comprehensive understanding of quality control standards and legal standards. Strong knowledge of data analysis, mathematics, and statistical techniques.</p> <ul style="list-style-type: none"> • Experience as manager and/or senior-level of quality control jobs with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa
4	Information and Technology Manager (ITM),	<p>The purpose of ITM is to ensure the availability and smooth functioning of required Information Technology system to facilitate activities of the BTL E.P. Thus, the ITM will be responsible for ensuring the centralized management of the company's technological platforms to guarantee quality and safety of the IT system. The ITM oversees all activities and staff of the ITD to support company's short-</p>	1	<ul style="list-style-type: none"> • The ITM should be someone with; a passion for information and technology works, a Bachelor Degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience, and a minimum of 2-5 years of experience working in IT operations, experience leading and managing large IT projects and rolling out IT infrastructures across various technologies. • Experience as manager and/or senior-level of Information Technology jobs with a demonstrated record




		and long-term strategic goals. The ITM is supervised and report to the President of Executive Committee Team, and works in partnership with other Directorates and/or departments		<p>of achievement.</p> <ul style="list-style-type: none"> • Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; public speaking skills; deep understanding of business principles and practices; superior attention to detail; Outstanding written and verbal communication skills, and work well under pressure. Strong technical skills, negotiation skills, knowledge of data analysis, organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer programming skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
5	Legal Support Coordinator (LSC),	The purpose of ITM is to ensure the availability and smooth functioning of required Information Technology system to facilitate activities of the BTL E.P. Thus, the ITM will be responsible for ensuring the centralized management of the company's technological platforms to guarantee quality and safety of the IT system. The ITM oversees all activities and staff of the ITD to support company's short-and long-term strategic goals. The ITM is supervised and report to the President of	1	<ul style="list-style-type: none"> • The LSC should be someone with; a passion for information and technology works, a Bachelor Degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience, and a minimum of 2-5 years of experience working in IT operations, experience leading and managing large IT projects and rolling out IT infrastructures across various technologies. • Experience as manager and/or senior-level of Information Technology jobs with a demonstrated record of achievement. • Capacity for managing and leading people; ability to

		<p>Executive Committee Team, and works in partnership with other Directorates and/or departments</p> <p>The Legal Support Department, hereinafter referred to as DAJ, is responsible for ensuring the representation, consultation and legal advice of the company, namely:</p>		<p>connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations.</p> <ul style="list-style-type: none"> • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; public speaking skills; deep understanding of business principles and practices; superior attention to detail; Outstanding written and verbal communication skills, and work well under pressure. Strong technical skills, negotiation skills, knowledge of data analysis, organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer programming skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
6	<p>Water Supply System Operation and Maintenance Manager (WSSOMM),</p>	<p>The purpose of The WSSOMM is to lead and manage operation and maintenance of BTL E.P. water supply systems or facilities to ensure quality and sustainability of services. The WSSOMM oversees all activities and staff of the Department of Operation and Maintenance of Water Supply Systems (DOMWSS) to support BTL E.P. short- and long-term strategic goals. The WSSOMM is report to both Director of Operation and Maintenance and Executive Committee. It's supervised by the Director of Operation and Maintenance, and works in partnership</p>	1	<ul style="list-style-type: none"> • The WSSOMM should be someone with; a passion for engineering works, a Bachelor Degree (preferable Master Degree) in Civil Engineering/Hydraulic Engineering or other related field, and minimum 3 years of relevant experience in designing, operating and maintenance of water supply infrastructure, an ability of using GIS and CAD software to review engineering design, maps and plans. • Minimum of 5 years of experience in Water Supply System Operation and Maintenance required. Experience as manager and/or senior-level engineer with a demonstrated record of achievement. • Capacity for managing and leading people; ability to

		with other Directorate.		<p>connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down.</p> <ul style="list-style-type: none"> • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
7	Operation and Maintenance Director (OMD),	The purpose of OMD is to take the leadership of managing, operation and maintenance of BTL E.P. water supply and sanitation systems or facilities to ensure quality and sustainability of the services. The OMD oversees all activities and staff of the Directorate of Operation and Maintenance (DOM) to support BTL E.P. short- and long-term strategic goals. The OMD is supervised and report to the President of Executive Committee Team, and works in partnership with other Directorate.	1	<ul style="list-style-type: none"> • The OMD should be someone with; a passion for engineering works, a Master Degree in Civil Engineering/Hydraulic Engineering or other related field, and a minimum 5 years of relevant experience in designing of water supply and waste water infrastructures, an ability of using GIS and CAD software to review engineering design, maps and plans, and a minimum of 5 years of experience in Operation and Maintenance of water supply and sanitation facilities required. • Experience as executive director, manager and/or senior-level engineer with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability

				<p>to develop and empower leaders from the bottom up and lead from the top down.</p> <ul style="list-style-type: none"> • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
8	<p>Sanitation Operation and Maintenance Manager (SOMM),</p>	<p>The purpose of The SOMM is to lead and manage operation and maintenance of BTL E.P. sanitation systems or facilities to ensure quality and sustainability of the services. The SOMM oversees all activities and staff of the Department of Sanitation Operation and Maintenance (DSOM) to support BTL E.P. short- and long-term strategic goals. The SOMM is report to both Director of Operation and Maintenance and Executive Committee. It is supervised by the Director of Operation and Maintenance, and works in partnership with other Directorate.</p>	1	<ul style="list-style-type: none"> • The SOMM should be someone with; a passion for engineering works, a Bachelor Degree (preferable Master Degree) in Civil Engineering/Hydraulic Engineering or other related field, and minimum 3 years of relevant experience in designing, operating and maintenance of waste water infrastructure, an ability of using GIS and CAD software to review engineering design, maps and plans. • Minimum of 5 years of experience in Operation and Maintenance of sanitation facilities required. Experience as manager and/or senior-level engineer with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. • Strong commitment to follow-through; and high

				<p>emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations.</p> <ul style="list-style-type: none"> • Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
9	Director of Engineering and Investment (DEI),	<p>The purpose of The Director of Engineering and Investment is to take the leadership in ensuring the readiness of future infrastructures projects (prepare DED, budget, resources, implementation modality) promoted by BTL E.P. Moreover, DEI also responsible for ensuring quality of ongoing projects (research, studies or infrastructure projects) through implementing projects according to Project Operation Manual (POM) or guideline. The DEI oversees all activities and staff of the departments under his/her supervision to support BTL E.P. short- and long-term strategic goals. The DEI is report to and supervised by the President of the Executive Committee Team, and works in partnership with other Directorate.</p>	1	<ul style="list-style-type: none"> • Someone with; a passion for engineering works, a Master Degree in Civil Engineering or Hydraulic Engineering or related field, a strong background in project designing, planning and management and a track record in water and sanitation projects management, and a minimum of 5 years of project management experience required. • Experience as executive director, manager and/or senior-level engineer with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing

				reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
10	Manager of Research, Projects and GIS (MRP-GIS),	The purpose of The Manager of Research, Projects and GIS is not only to lead and manage preparation of future infrastructures projects (DED, budget, resources, implementing modality), but also carrying out research, studies, and applying its results to improve quality of water and sanitation services. The MRP-GIS oversees all activities and staff of the Department of Studies, Projects and GIS to support BTL E.P. short- and long-term strategic goals. The MRP-GIS is report to both Director of Engineering and Investment and Executive Committee. It's supervised by the Director of Engineering and Investment, and works in partnership with other Directorate.	1	<ul style="list-style-type: none"> • The MRP-GIS should be someone with; a passion for engineering works, a Bachelor Degree (preferable Master Degree) in Geodetic Engineering / Civil Engineering/Hydraulic Engineering or other related field, and minimum 3 years relevant experience in using GIS and CAD software to prepare engineering design, maps and plans, a strong background in project planning, design, implementation and management, and a track record in water and sanitation projects design and management. • Minimum of 5 years of project management experience required. Experience as manager and/or senior-level engineer with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. • Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. • Relevant experience in budget process and producing reports to a large number of institutions ; understanding

				<p>of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.</p>
11	<p>Manager of Infrastructure (Mol),</p>	<p>The purpose of The Manager of Infrastructure is not only but to manage ongoing projects and ensure its quality, but also collaborate with Admin and Finance Directorate to ensure the tendering of new water and sanitation projects promoted by BTL E.P. The Mol oversees all activities and staff of the Department of Infrastructure to support BTL E.P. short and long-term strategic goals. The Mol is report to both Director of Engineering and Investment and Executive Committee, but supervised by the Director of Engineering and Investment, and works in partnership with other Directorate.</p>	1	<ul style="list-style-type: none"> Someone with; a passion for engineering works, a background in Civil or Hydraulic Engineering or related field, a strong background in project planning, execution, management and a track record in water and sanitation projects management. Master degree in engineering field is preferred. Minimum of 5 years of project management experience required. Experience as manager and/or senior-level engineer with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning; ability to think creatively; experience managing performance reviews and evaluations. Relevant experience in budget process and producing reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking

				abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
12	Administration and Finance Director (AFD),	The Director of Administration & Finance oversees the BTL E.P finance and administration departments. Responsibilities include directing and managing finances, operations, human resources and administration to support BTL E.P. short- and long-term strategic goals. The AFD is supervised by the President of the Executive Committee, works in partnership with other Director and leadership team, and supervises all admin and finance staff.	1	<ul style="list-style-type: none"> Someone with a passion for organizational management, a background in finance, a strong background in profit management and a track record in finances, human resources and organizational development; bachelor's degree in a related field is required (business, nonprofit management, accounting, finance, economics, math). Master's degree is preferred. Minimum of 5 years of profit management experience required; a preference for 10 years of experience with a range of nonprofit, corporate or government experience. A detailed understanding of profit finance and accounting functions is critical. Experience as executive director, fiscal manager and/or senior-level administrator with a demonstrated record of achievement. Capacity for managing and leading people; ability to connect to staff both individually and in large groups; capacity to enforce accountability; ability to develop and empower leaders from the bottom up and lead from the top down. Strong commitment to follow-through; and high emotional intelligence; ability to think strategically, anticipate future consequences and trends and incorporate them into the company's planning;

				<p>ability to think creatively about staffing and organizational structure; experience managing performance reviews and evaluations, as well as implementing HR policies and serving as a resource for staff.</p> <ul style="list-style-type: none"> • Relevant experience in the field of fund management, budget process and producing reports to a large number of institutions ; understanding of data privacy standards; solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
13	Finance and Accounting Manager,	Responsible for the whole financial system both transparency and accountability of BTL E.P. Producing financial reports and developing strategies based on financial research. Guiding senior executives in making soundly business decisions in the long and short term.	1	<ul style="list-style-type: none"> • Advanced degree in accounting, business, economics, finance, or a related field; membership of recognized professional accounting organization will be an advantage; minimum five years of experience in a finance role of international companies or internationally funded project; • Relevant experience in the field of fund management,



Handwritten notes at the bottom of the page, including the word 'organizational' and 'critical thinking'.

				<p>budget process and producing financial reports to a large number of institutions ; superior mathematical skills; leadership skills and experience; employee management; understanding of data privacy standards;</p> <ul style="list-style-type: none"> • Solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
14	Human Resources and Administration (HR & Admin) Manager	Responsible for the smooth running of the company's business by ensuring that human resources and administration of the BTL E.P. well established and functioning. Producing HR and Admin reports and developing strategies for any improvement. Guiding senior executives in making soundly business decisions in the long and short term.	1	<ul style="list-style-type: none"> • Master of Business Administration, Master in Management, business, or a related field; minimum five years of experience in an HR & Admin role of international companies or internationally funded projects; relevant experience in the field of HR & Admin management; understanding of data • Budget process and producing HR & Admin reports to a large number of institutions ; leadership skills and experience; employee management; understanding of data privacy standards; • Solid communication skills, both written and verbal;

 
Human Resources

Responsible for the smooth running of the

• Master of Business Administration

	and Administration (HR & Admin. Manage.			public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
15	Procurement and Assets Manager	Responsible for managing all procurement activities and assets. Producing procurement planning, reports and assets registration. Guiding senior executives in making soundly business decisions in the long and short term.	1	<ul style="list-style-type: none"> Advanced degree in engineering, business, planning, project management, contract management, procurement, or a related field; minimum five years of relevant experience in procurement, preferable with three (3) years in the application of international standards of procurement and contract management; knowledgeable with procurement procedures in Timor-Leste; relevant experience in the field of fund management; produces reports Budget process and producing procurement reports to a large number of institutions; superior mathematical skills; leadership skills and a experience; employee management; understanding of data privacy standards; Solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail;

Essential Requirements: with minimum 5 years relevant experience in the field of Customer Service Management

				organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
16	Consumer Support Manager (CSM)	Responsible for the smooth running of the company's business by ensuring that the company's provide quality services to the consumers, and ensuring consumers are follow terms of services. Producing customer service reports and developing strategies for any improvement. Guiding senior executives in making sound business decisions in the long and short term.	1	<ul style="list-style-type: none"> • Bachelor's Degree (preferable Master Degree) in business, management, or related field; minimum five years of experience in an Customer Service role of international companies or internationally funded project; relevant experience in the field of Customer Service Management, • Budget process and producing costumer service reports to a large number of institutions ; leadership skills and experience; employee management; understanding of data privacy standards; • Solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; • Bachelor's Degree (preferable Master Degree) in business, management, or related field; minimum five years of experience in an Customer Service role of international companies or internationally funded project; relevant experience in the field of Customer Service Management, • Budget process and producing costumer service reports to a large number of institutions ; leadership skills and experience; employee management; understanding of data privacy standards; • Solid communication skills, both written and verbal; public speaking skills; deep understanding of business principles and practices; superior attention to detail; organizational skills; planning skills; research skills; analytical skills; critical thinking skills; problem-solving skills; computer skills; multi-tasking abilities; integrity, honesty; and must write/speak/read good English and Portuguese and/or Bahasa.
16	Consumer Support Manager (CSM)	Responsible for the smooth running of the company's business by ensuring that the company's provide quality services to the consumers, and ensuring consumers are follow terms of services. Producing customer service reports and developing strategies for any improvement. Guiding senior executives in making sound business decisions in the long and short term.		

OPENING DATE: January 12, 2021

CLOSING DATE: January 25, 2021 – 5:00 P.M Timor-Leste time

WORK HOURS: Full-time; 40 hours/week

Visto Pelo:

Senhor Carlos Peloi dos Reis : 

Senhora Maria de Jesus Sarmento : 

Senhor Quintiliano Afonso Belo :  11/01/2020

Senhor Koko Valentim : 

Senhor Carlos Peloi dos Reis

Senhora Maria de Jesus Sarmento :