

## Job Announcement

We are a non-profit development organisation operating worldwide. We promote the development of the private sector and its business membership organisations as well as qualification of skilled employees and managers. Our programmes and projects are both publicly and privately funded and are oriented at the principals of a social market economy. During the past 26 years we have performed more than 1,000 projects in more than 100 countries.

The **Import Promotion Desk** is a project funded by the BMZ (German Federal Ministry for Economic Cooperation and Development) and implemented by sequa in close cooperation with the BGA (German Federal Association of Wholesale, Foreign Trade, Services). The aim of the IPD is to promote trade by strengthening selected export sectors in selected developing and emerging countries through improved access to the European market. To achieve these objectives, the IPD staff uses a wide pool of experts who possess specific industry and country knowledge.



To complement our pool of expert consultants, we are looking for a

## Short-term expert for Customer Relationship Management (CRM) systems in business membership organisations

Location: Our partner countries and Europe  
Duration of Assignment: 1 Week ... 3 Months (depending on assignment)

### Your tasks:

- Consult business membership organisations in the IPD partner countries regarding CRM systems
- Prepare and conduct workshops in the IPD partner countries in order to support the definition of requirements for and selection of CRM systems
- Accompany CRM implementations onsite and from remote
- Organise and apply capacity building measures such as CRM training of trainers
- Support the responsible CRM business process owners in the business membership organisations via email and telephone
- Cooperate with other European trade promotion programmes

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We expect the following qualifications and experiences:

- Long-term professional experience with prevalent CRM systems
- Long-term professional experience in ICT projects in developing and emerging countries
- Experience in supporting software selection and implementation
- Experience in international development cooperation projects
- Experience in working with business membership organisations and chambers in developing and emerging countries
- Experience in delivering workshops and training of trainers
- Very good organisational skills, high flexibility and intercultural competence
- Readiness to travel regularly worldwide
- Working experience in Columbia, Peru, Indonesia or Tunisia is an advantage
- Experience in working with export promotion organisations and institutions in the partner countries is an advantage
- Excellent written and oral skills in English (knowledge of French, Spanish, Russian, Arabic is an advantage)

If you are interested, please send your application (cover letter, CV and certificates) via email to:

**Mr. Till Wolf**

Email: [wolf@importpromotiondesk.de](mailto:wolf@importpromotiondesk.de)