

## BULLETIN EMPLOI

### Avril 2014



#### PROCEDURE DE DEPOT DE CANDIDATURE

➤ Envoyer votre CV par mail à [emploi@esa.edu.lb](mailto:emploi@esa.edu.lb) en précisant dans le sujet de votre message votre nom et la référence du poste souhaité.

*Exemple : Candidature Ziad Najjar - réf 14BE-0415*

➤ Une lettre de motivation est vivement recommandée.

**Dépôt des candidatures avant le 23 avril dernier délai**

**Restez en contact avec l'ESA**



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ESA BUSINESS SCHOOL

17 avril 2014



# SOMMAIRE

<b>EMPLOIS PROPOSES AU LIBAN .....</b>	<b>3</b>
<b>01. FOR MAJOR REGIONAL RETAIL FASHION GROUP .....</b>	<b>3</b>
↻ BUSINESS DEVELOPMENT & MARKETING MANAGER - RÉF. 14BE-0401 .....	3
<b>02. FOR A MAJOR MULTINATIONAL SOFTWARE DEVELOPMENT COMPANY .....</b>	<b>4</b>
↻ PERSONNEL AND COMPENSATION & BENEFITS SPECIALIST - RÉF. 14BE-0402 .....	4
<b>03. FOR A MAJOR AVIATION LOGISTICS COMPANY .....</b>	<b>5</b>
↻ FINANCE MANAGER - RÉF. 14BE-0403A .....	5
↻ CEO- RÉF. 14BE-0403B .....	6
<b>04. FOR A MAJOR FINANCIAL INSTITUTION IN LEBANON .....</b>	<b>7</b>
↻ INTERNAL AUDITOR - RÉF. 14BE-0404 .....	7
<b>05. CAREERS CEDARCOM GROUP .....</b>	<b>8</b>
↻ COMMERCIAL MANAGER - RÉF. 14BE-0405A .....	8
↻ MARKETING & BRANDING OFFICER - RÉF. 14BE-0405B .....	9
↻ CORPORATE SALES - RÉF. 14BE-0405C .....	12
<b>06. HOLCIM LIBAN .....</b>	<b>13</b>
↻ ASSISTANT COMMERCIAL DIRECTOR - LOCATION ANTELIAS - RÉF. 14BE-0406A .....	13
↻ TECHNICAL MANAGER – READY MIX - RÉF. 14BE-0406B .....	13
<b>07. O.M.T .....</b>	<b>14</b>
↻ ICT MANAGER - RÉF. 14BE-0407A .....	14
↻ SENIOR INTERNAL AUDITOR SPECIALIST - RÉF. 14BE-0407B .....	15
↻ SENIOR OPERATIONS SPECIALIST - RÉF. 14BE-0407C .....	16
↻ SOFTWARE DEVELOPER - RÉF. 14BE-0407D .....	17
<b>08. SOINS ET SANTÉ .....</b>	<b>18</b>
↻ MEDICAL REPRESENTATIVE - RÉF. 14BE-0408 .....	18
<b>09. LES AFFICHAGES PIKASSO S.A.L. ....</b>	<b>19</b>
↻ PURCHASING MANAGER - RÉF. 14BE-0409 .....	19
<b>STAGES / PART TIME JOB .....</b>	<b>21</b>
<b>10. BANQUE AUDI (PART TIME JOB) .....</b>	<b>21</b>
↻ AMBASSADOR FOR THE SPRING ACCOUNT (RETAIL DEPARTMENT) - RÉF. 14BE-0410 .....	21
<b>11. GOOGLE .....</b>	<b>21</b>
↻ ASSOCIATE ACCOUNT STRATEGIST SMB SALES - RÉF. 14BE-0411A .....	21
↻ ASSOCIATE ACCOUNT STRATEGIST, GLOBAL CUSTOMER SERVICES - RÉF. 14BE-0411B .....	21
<b>12. WINOA (FRANCE) .....</b>	<b>22</b>
↻ CONTRÔLEUR DE GESTION GROUPE - RÉF. 14BE-0412 .....	22
<b>13. BEL GROUP .....</b>	<b>23</b>
↻ STAGE D'ÉTÉ- RÉF. 14BE-0413 .....	23
<b>14. AIR FRANCE .....</b>	<b>23</b>
↻ STAGES RÉF : 14BE-0414 .....	23



## EMPLOIS PROPOSES AU LIBAN

### 01. FOR MAJOR REGIONAL RETAIL FASHION GROUP

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#### Position

☞ BUSINESS DEVELOPMENT & MARKETING MANAGER - RÉF. 14BE-0401

#### Mission

- Will prepare the yearly marketing plan and discuss it with top management for approval prior to implementation.
- Will be responsible for the company's marketing strategy under the top management supervision
- Will conduct market research to identify potential market segments, new customers and potential business opportunities.
- Will be responsible for the preparation of marketing presentations for clients and potential collaborations.
- Will follow up on the preparation of brochures, catalogues, magazines, shoots and other communication material and liaise with advertising agencies and publishing firms in this regard, under the supervision of the Communication Manager.
- Will conduct Marketing analysis and potential business development strategies.
- Will recommend potential ventures to develop the business further.
- Will prepare and suggest the yearly plan for business development.
- Will locate or propose potential business collaborations by identifying potential partners.
- Will participate on need basis, in local and international events related to the company.
- In addition to other related tasks as assigned

#### Profil recherché / Requirements

- University degree preferably in Business Administration, majoring in Sales or Marketing from good universities. Masters degree or MBA is a plus.
- Minimum 7-10 years of marketing and/or business development experience within major local or regional commercial companies in Lebanon or abroad with a minimum of 3 years as Business Development Manager or Marketing Manager or related
- Experience in fashion or Haute Couture is a major plus.
- Strong yet flexible personality
- Hard worker, dynamic and energetic.
- Self-motivated and ambitious.
- Presentable, self confident and mature
- Creative, quick and analytical mind.
- Charismatic; enjoying a very pleasant personality
- Customer service oriented.
- Strong communication and presentation skills.
- Willing to travel when need be.
- Preferably trilingual
- Computer literate.



## 02. FOR A MAJOR MULTINATIONAL SOFTWARE DEVELOPMENT COMPANY

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### Position

☞ PERSONNEL AND COMPENSATION & BENEFITS SPECIALIST - RÉF. 14BE-0402

### Mission

- Administer compensation and benefits programs for the company in Lebanon, enhance HR policies and procedures and programs and provide related inputs for corporate decisions and day-to-day operations.
- Oversee personnel administration while ensuring compliance with applicable laws, regulations and legislations
- Define, manage and track payroll information related to employees and coordinate with outsourcing company and accounting team for payments (compensation and benefits payments, increases, bonus payments, advances, exceptional payments, vacation, ...)
- Process and follow up employees and trainees life cycle from entry till exit from an administration perspective (new hires, transfers, job and status changes, compensation and benefits changes, personal data, terminations...)
- Administer employee benefits such as insurance, retirement, schooling, transportation...
- Review, discuss and negotiate with vendors employee benefits such as conditions, renewals, new benefits, ...
- Maintain and update Human Resource Information System records and employee files
- Monitor and analyze data including turnover rates, transfer rates, promotions, absence... reporting to line managers with recommendations for future actions
- Generate specific reports, dashboards and KPIs around employees, salaries and benefits and provide course of action and recommendations
- Issue, verify and monitor employees' letters (bank, embassy, recommendation, certificate of employment, ...) and obtain the authorized signature
- Participate to local and regional compensation and benefits market surveys
- Create and update personnel and C&B policies and communicate to employees
- Review, design and update salary structure & benefits along with the HR manager and regional C&B to ensure competitiveness with local market and compliance with legal requirements
- Provide professional advice and guidance on Compensation and Benefits issues to internal customers
- Conduct and monitor the yearly HR budgeting for the company in Lebanon

### Profil recherché / Requirements

- University degree; preferably in Human Resources, Law, or in Business Administration or any other equivalent field, from good universities. Masters in Human Resources is a plus.
- Around 5-8 years of Human Resources Management experience covering Compensation & Benefits and Personnel Administration with not less than 5 years as Comp & Ben Specialist or Personnel Supervisor or Administrator or Rewards Manager/Supervisor or related, within well-established large local or regional Lebanese companies or multinationals in Lebanon or in the region
- Experience within multinationals firms is a definite plus.
- Candidates with general HR experience but with strong focus on Compensation and Benefits and/or Personnel can also be considered as potential
- Experience in outsourcing payroll or in working with outsourced companies is a plus
- Flexibility and adaptability





- Able to work within a multicultural environment.
- Deep knowledge of Lebanese labor law and administrative processes and procedures
- Excellence in execution coupled with strong cross group collaboration skills
- Able to work under pressure.
- Strong interpersonal skills; able to deal with people from different levels within the organization.
- Influencing and communication skills.
- Meticulous and organized
- Knowledge of MS Office (excel, PowerPoint, Visio, etc...) together with an HRIS software
- Bilingual: Arabic/English. French is a plus.

### 03. FOR A MAJOR AVIATION LOGISTICS COMPANY

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#### Position

☞ FINANCE MANAGER - RÉF. 14BE-0403A

#### Mission

- Will be responsible for all the financial and fiscal management aspects of the company
- Will have to reengineer the finance department at all levels: Human resources (if need be), systems, rules & procedures, reliable budgeting to be regularly monitored and adjusted when need be, I.T platform in order to have a scientific finance department which can operate on sound grounds to reflect transparent and clear financial situations and reports built on reliable and efficient KPIs agreed upon with the CEO
- Will build/maintain sound policies and strong control systems to optimize the working capital and cash management, including treasury management , budgeting, audit, tax, accounting, costing, procurement, insurance, corporate governance and legal activities
- Will ensure timely submission of consolidated budgets and financial analysis reports to top management “ringing the bell” on any major deviations.
- Will provide leadership, business planning, reporting, and consolidation tasks
- Will make sure the company’s assets are properly insured and safeguarded to the best interest of the company
- Will oversee treasury and keep the management informed of banks terms, loans status, cash flow, currency risks...
- Should always use his negotiation skills to acquire the optimal financing terms.
- And other related finance tasks

#### Profil recherché / Requirements

- University degree preferably in Business Administration, majoring in Finance or Accounting from good universities. Masters in Finance or MBA or CMA or CPA are a definite plus
- Minimum 10-15 years of Finance and Accounting experience within major local or regional companies in Lebanon or in the Gulf with a minimum of 5 years as Finance Manager or Finance Director or Financial Controller or CFO or related
- Deep practical application of finance and accounting operations
- Trustful with high ethical values
- Mature; at ease with numbers; cost conscious
- Strong yet flexible personality capable of dealing with the critical and sensitive environment of the airport and its personnel



- Team leader and player
  - Able to impose confidence and respect
  - Sense of initiative and results oriented
  - Good analytical skills. Able to analyze, interpret and evaluate financial data
  - Good reporting skills
  - Good written and verbal communication skills
  - Good computer literacy, preferably with good understanding of ERPs implementation and handling
  - Bilingual: Arabic/English
- 

### Position

☞ CEO- RÉF. 14BE-0403B

### Mission

- Will lead the development and implementation of the overall organization's strategy in coordination with the board of directors.
- Will elaborate, implement and monitor the acute execution of the business plan based on the Group's strategy.
- Will work on restructuring the company where and when need be to boost performance and profitability
- Will ensure at all times relevant and competent human resources are at the right place while eliminating unproductive elements and positions.
- Will lead, guide, direct and evaluate work of other directors and managers.
- Will always try to cut cost efficiently without affecting the quality of the services and increase productivity in order to increase revenues and growth.
- Will elaborate and implement best business practices according to international standards, reliable clear transparent and monitored budget, scientific systems and procedures as well as efficient corporate governance.
- Will always work on increasing the company's market share and positioning, brand image and reputation both locally and regionally
- Will demonstrate the necessary leadership and strategy to ensure the company's success, sustainability and growth.
- Will elaborate and implement a scientific reporting system based on reliable KPIs of the interest to the board and the company's management team

### Profil recherché / Requirements

- University graduate, ideally in business administration; preferably holder of a Masters or MBA degree from well-reputed universities in Lebanon or abroad.
- Minimum 15-25 years of General Management experience within major local or regional companies in Lebanon or in the Gulf, preferably in the sectors of Logistics, Transportation or Aviation & Travel and related, with a minimum of 7 years in Senior Management roles such as CEO or General Manager or Vice President or Deputy General Manager or related
- Having had previous Profit and Loss responsibilities.
- Previous turnaround or restructuring experience is a major plus
- Having led a team of Senior Executives
- Strong yet flexible personality
- Capable of dealing with the critical and sensitive environment of the airport and its personnel



- Team leader and player
- Committed to results, customer focused and goal driven.
- Problem solver, able to anticipate and solve problems and to take advantage of opportunities
- Business acumen
- Motivator , able to influence and lead others
- Able to lead the change, able to display integrity, develop people and build teams.
- Strong oral and written communications and presentation skills
- Strong planning and evaluation skills.
- Bilingual: Arabic/English

#### 04. FOR A MAJOR FINANCIAL INSTITUTION IN LEBANON

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##### Position

☞ INTERNAL AUDITOR - RÉF. 14BE-0404

##### Mission

- Will execute a wide range of audits and reviews in a diverse and highly complicated organization;
- Will provide an independent, objective assurance and consulting service to management, with the principal aims of evaluating and improving the effectiveness of risk management, control and governance processes;
- Will make recommendations on increasing operational efficiency, having regard to value for money auditing;
- Will agree the annual audit plan with the chairman prior to approval by the audit committee;
- Will report quarterly and as requested to the audit committee and to the chairman;
- In addition to other related internal audits tasks

##### Profil recherché / Requirements

- University graduate, holder of a Bachelor degree in Business Administration preferably major in Audit or Accounting or Finance. A CFA, CMA, FRM or CPA is preferred.
- 3-5 years of experience in the fields of Audit, Consultancy or Risk Management as Internal Auditor or Risk Management Officer within well established bank or independent financial institution or audit firm (handling financial sector portfolio) in Lebanon
- Good knowledge in financial modelling and familiar with risk concepts and financial market products
- High ethical values
- Enjoying a strong yet flexible personality
- Team leader and player; good sense of observation, follow-up and control
- Meticulous. At ease with numbers
- Able to adapt and take initiative on his/her own
- Clear, concise with strong analytical skills
- Good interpersonal and reporting skills
- Bilingual: Arabic and English. French is a plus
- Computer literate



## 05. CAREERS CEDARCOM GROUP

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### Position

☞ COMMERCIAL MANAGER - RÉF. 14BE-0405A

### Mission

Plan, implement, and manage the sales and marketing activities in order to meet company targets for growth and profitability.

### Sales Duties

- Recruit, manage, train and motivate Sales Dept. staff according to company procedures, policy and employment law
- Plan and manage sales and marketing resources according to agreed budgets and business objectives
- Plan and implement marketing strategy, including, market segregation, PR, and Promotions
- Monitor customer preferences to determine focus of sales efforts
- Plan and implement sales and customer retention and development plans
- Manage relevant reporting of management and financial information for the sales and marketing departments
- Maintain and promote positive relationship with major accounts
- Resolve customer complaints regarding sales and offered services

### Other

- Lead and motivate sales force to achieve set objectives and to advance in career within the company.
- Achieve Yearly Sales Targets set for the Sales Dept.
- Maintain 100% client retention and satisfaction.
- Maintain updated and correct information within CRM database.
- Report clearly on all abnormalities in service rendered by the Technical Dept.
- Maintain continuous growth in terms of revenue and number of clients.

### Profil recherché / Requirements

- Education: BS in Computer Sciences, Business Administration, Marketing, MIS or CCE. MBA is a Plus
- Experience : 2-3 years of experience in Sales Management position in IT and/Or Telecommunication industry
- Languages : Native Arabic and English
- Strong interpersonal and communication skills.
- Strong organizational skills and detail oriented.
- Strong Sales Management skill.
- Ability to foster a cooperative work environment.
- Ability to coordinate and organize meetings and/or special events.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to make evaluative judgments.
- Ability to negotiate and manage contractual arrangements.
- Ability to investigate and analyze information and to draw conclusions.
- Ability to analyze and solve problems.
- Ability to plan, to organize, and to implement a range of sales promotion programs and/or events.
- Ability to develop, to plan, and to implement short- and long-range goals





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## Position

➤ MARKETING & BRANDING OFFICER - RÉF. 14BE-0405B

## Mission

The Marketing & Branding Officer is responsible for creating interest and demand for Cedarcom /Mobi products through display advertising, company website, Mass E-mail, Mass SMS, Radio Spots, Radio Shows and events. In addition, the Marketing & Branding Officer is responsible for all conception and copywriting for all collateral pieces, advertising, Mass Email, etc. This person also acts as a gatekeeper to maintain a consistent company image, and positioning. Marketing & Branding Officer r works with the Ad agency for conception and design, and coordinates the campaigns within the other marketing departments--especially with Channel Marketing and Inside Sales to ensure a consistent execution of the marketing and sales plan. MarCom is responsible for preparing a detailed annual budget and for tracking and maintaining the budget.

## Main Duties and Responsibilities

- Audit all MOBI point of sales: product display, brand awareness, and competition activity.
- Act as link between the Marketing department and the POS in order to maintain customer satisfaction.
- Provide the POS with the necessary branding material and make sure to remain in good condition.
- Prepare reports for each POS and updates it regularly on CRM
- Communicate effectively all changes in product, service and/or procedures in a timely manner.
- Gather market intelligence to set new product pricing and managing price on existing items.
- Evaluate the effectiveness of the marketing plan on site.

## Collateral Materials & Copywriting:

- The Marketing & Branding Officer works with the Marketing Manager and Ad agency to write design and maintain the collateral material, company website and ads.

## Display Advertising:

- Responsible for proposing and managing the entire consumer media display campaign to create demand and awareness for Cedarcom /Mobi brands and products.
- Create the media schedule to target end users, corporate and resellers.
- Negotiate the best pricing.
- Create or direct the conception and production of Ad conception, copy and materials.
- Generate a tracking system created in design and linked to fulfillment to measure the effectiveness of each publication and campaign. Prepare quarterly reports documenting the ROI.
- Ensure a uniform, consistent product and corporate image through the media.
- Maintaining and building contacts with the media;
- Writing and distributing press releases;
- Evaluating marketing campaigns & write summary reports to the MSM;
- Managing the production of marketing materials, including product packaging, leaflets, posters and flyers - this can involve writing and proofreading copy and liaising with designers and printers;
- Arranging for the effective distribution of marketing materials;



#### Events Management:

- Organizing and attending events and exhibitions;
- Evaluating events: direct sales results, improvement in brand and products awareness, and update in company customer database

#### Website Management:

- Responsible for creating an exciting worldwide presence for Cedarcom /Mobi via the Internet.
- Create a corporate image home page and keep it updated with news, and promotions.
- Map and plan the site to ensure the most effective plan-o-gram. Measure the page statistics and ensure visitors are going where intend.
- Create and maintain online news groups.
- Ensure Cedarcom /Mobi has regular promotions to encourage repeat site traffic.
- Personalize the site with photos and personality.
- Consistently update all major Internet search list to ensure Cedarcom /Mobi's properly referenced.
- Create and maintain a reseller section including a reseller lookup database
- Set up tracking pages that complement the ads and count hits from each ad campaign.
- Event marketing: maintain an online calendar for events; include photos of recent events and shows.
- Design and prepare web banner sales kit including price list, viewer profiles, etc. in order to aid in sales of online banner

#### Direct Response & Direct Marketing:

- Responsible for revenue objectives by selling Cedarcom /Mobi product directly via events, direct SMS, direct E-mail, and the Internet.
- Manage and coordinate any outside agencies used in association with duties. Including ad agencies, conception groups, design/production houses, database management, etc.
- Create the direct response placement schedule.
- Create or direct the conception and production of Marketing & Branding Officer conception, copy and materials.
- Deliver materials to fulfillment or direct database mailing house.
- Ensure that new leads are tracked and entered within the company database.
- Ensure that telemarketers are delivering the right messages, by preparing sales scripts, telemarketing email templates, etc...
- Prepare a tracking and analysis system that is used to monitor results of each campaign.
- Include the analysis of the campaigns within the quarterly report.

#### Tracking & Database Maintenance:

- The Marketing & Branding Officer is also responsible for maintaining the company database--either directly or indirectly. The data must be updated, and accessible for direct upgrade mailings, direct fax, direct SMS, and direct E-mail.
- Responsible for ensuring consistent, accurate data and for coordinating with the other departments to encourage conformance.
- Responsible either directly or indirectly for registration data entry from cards or via import from the Web site.
- The company database always needs to be requisitioned through the Marketing & Branding Officer.

#### Product Development:

- Develop new programs and plans to follow the market needs, and the company vision.



- Create new plans and services to insure subscribers' fulfillment and growth.
- Negotiate and coordinate with partner ISPs on promotions, new packages, new plans, etc... and recruit new ISPs.
- Develop pricing strategies for Cedarcom/Mobi products and packages.

#### Revenue Growth:

- Monitor the churn rate, analyze its causes, and develop strategies to minimize the churn.
- Develop plans to insure subscribers' growth and consistent of yearly budget growth.
- Oversee reports on user behavior, growth/ISP, and other useful reports.
- Plan and market value added services.

#### Budget:

- The Marketing & Branding Officer is responsible for preparing a comprehensive budget for all communication needs on an annual and quarterly (if needed) basis to fund the proposed advertising and direct response campaign. The Marketing & Branding Officer
- is then responsible to record, track and follow the budget. If new opportunities arise, or unseen expenses are incurred then a revised budget should be proposed for possible adoption.

#### Market Research and Information

- Visit the POS daily and fill surveys.
- Prepare reports per POS and attach pictures for comparison reasons.
- Gather market information and evaluate it in order to be able to plan necessary measures and ensure market leadership
- Use CRM efficiently to maintain good and professional relations with the customers.
- Conduct and analyze market research to determine risk and marketability of potential products and product features. Supply information to appropriate personnel

#### Product, Direction, Competition

- Define the market needs and engender the product requirements necessary for the product development.
- Find ways to reach an agreement with customers and able to come up with a win-win relationship
- Attend social functions to promote strong business connections, and events whenever occurring.
- Prepare the Branding materials: Fliers, Posters, light boxes, danglers.

#### Accountability

- Participate in creating a reputable image of Cedarcom in the market.
- Maintain the company and customers information confidential
- Preserve the company's interest in all aspects of its operations

#### Channel Sales & Relationships

- Advising non-users to adopt MOBI.
- Maintain direct relationships with POS through gaining their trust and being loyal to the company, and using CRM to strengthen the relations.
- Answer POS requests and demands without any delays

#### Profil recherché / Requirements

- Education: Bachelor's degree in marketing, business, communications, or a related field is required
- Experience : Two to three years of experience in marketing, communication, and direct response
- Languages : Native Arabic and English



- Ability to choose the right mathematical methods or formulas to solve a problem
- Requires excellent written and verbal communications.
- Ability to effectively work under tight deadlines and manage projects independently.
- Resourcefulness in solving problems.
- Excellent people skills and an upbeat and enthusiastic attitude.
- Strong organizational skills and keen attention to detail.
- Strong computer skills.
- Superior professionalism and judgment.
- Strong work ethic.
- Expert, or aggressively learn the advanced guidelines for direct response, sellable Ad copy, media placement, negotiation techniques, tracking methods, and database marketing.
- Daily Reports for the POS along with attached photos
- Updates on the CRM
- Each POS sheet very well structured and maintained
- Good Relationship with customers
- Work conditions : Mainly in an office.
- Require working under pressure and meeting tight deadlines
- A car with a driving license
- Mobile

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### Position

☞ CORPORATE SALES - RÉF. 14BE-0405C

### Mission

Searching for potential customers to sell them the Company's products and services in order to fulfill their needs and maintain a professional relation with his/her existing customers to keep them and up sell them the Company's new products and services.

- Comply with Company's policies and procedures
- Pitching prospects
- Contact potential clients
- Gaining a clear understanding of customers' businesses, requirements and budget.
- Presenting appropriately to make a sale.
- Challenging any objections with a view to getting the customer to buy.
- Making accurate, rapid cost calculations, and providing customers with quotations.
- Negotiating the terms of an agreement and closing sales.
- Maintaining and developing relationships with existing customers in person.
- Make visits to potential and existing clients (4-6 visits per day)
- Up sell and cross sell existing customers
- Aiming to meet or exceed sales targets
- Remain updated on product and services' knowledge
- Develop creative sales techniques
- Grow existing customers database
- Educate customers through detailed explanations and/or demonstrations
- Maintain up-to-date information on all customer interactions in the CRM database.
- Assist Internally Customer Care and project coordinator to satisfy customer needs.
- Provide info on competitors and Market activities





### Profil recherché / Requirements

- Education: A Bachelor Degree in Business Administration or any other related field is needed. Technical knowledge is a plus
- Experience: 2 years of related work experience
- Languages: Native Arabic and English
- Excellent negotiation and communication skills
- Strong analytical and reporting skills
- Knowledge in MS Office; especially MS Excel
- Ability to work under pressure

## 06. HOLCIM LIBAN

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### Position

☞ ASSISTANT COMMERCIAL DIRECTOR - LOCATION ANTELIAS - RÉF. 14BE-0406A

### Mission

- Assist the Commercial Director by performing job related duties & contribute to fulfilling Holcim commercial mission.
- Contribute to the business planning process, forecasts...
- Contribute to the Customer Engagement Survey

### Profil recherché / Requirements

- Education : University degree in Business Administration. MBA is a plus.
- Experience: 2 to 3 years of experience in a similar role
- Skills : Good communication skills, Team spirit, Good Analytical skills, Good organization skills.
- Computer skills: MS office.
- Languages : Arabic, French & English.

### Position

☞ TECHNICAL MANAGER – READY MIX - RÉF. 14BE-0406B

Location : Antelias

### Mission

- Review and develop new mixes
- Support and reply to the clients' needs in terms of product and technical request specific for their projects
- Contribute in improving the technical performance of Holcim Béton and its image in the market.

### Profil recherché / Requirements

- Education : Civil Engineering or Chemical Engineering. MBA is a plus.
- Experience : 3 to 5 years of experience in a Ready Mix Company or a Construction Company
- Skills : Good communication skills, Team spirit, Good Analytical skills, Customer oriented & Safety oriented.
- Languages : Arabic, French & English.



## 07. O.M.T

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Founded in 1998, being Western Union accredited agent and holding the largest agent network in the country „over 900 locations“; OMT is the pioneer provider of financial services with a leading market position in Lebanon.

OMT is continuously growing its portfolio of services and this with always one goal, facilitating our client's life by meeting the market needs and preserving the highest service quality. Today OMT offers a wide bundle of services ranging from money transfer to payment services in addition to business-to-business services.

Throughout the years, OMT has succeeded in establishing solid and trustful relations with its clients, partners and agents in Lebanon and across the globe. It has thus managed to strategically position its brand around important values such as Convenience, Quality and Human Bonds.

For more detail about OMT services, kindly login to: [www.omt.com.lb](http://www.omt.com.lb)

### Position

☞ ICT MANAGER - RÉF. 14BE-0407A

Reports to: Chief Executive Officer/ Board of Directors

Direct Supervision: Executive Board Member

### Mission

The ICT Manager will be responsible of optimizing, maintaining & monitoring all ICT department's processes through managing "Systems & Networking" & "Software" units as well as managing department's staff.

- Develop ICT strategic management:
  - Identify, design & oversee the implementation of the ICT strategy & projects in line with OMT vision
  - Set the departmental objectives/ annual plan of the ICT to support the overall strategic aims/ corporate objectives
  - Drive the continuous improvement agenda with particular focus on maximizing productivity & measuring the effectiveness of ICT services across the organization & focus activities to improve customer feedback
  - Set individual objectives for Heads of Unit & Senior staff in alignment with departmental objectives; oversee the ones set by the latter to their team members
- Advise senior management on issues that affect the business in terms of ICT & suggest the appropriate & cost effective business systems solutions
- Initiate & proceed with new systems & technologies that would enhance or replace existing ones & help the company to meet its business & technical needs
- Approve the development of the department's policies & procedures, ensure their
- implementation & maintenance to manage ICT risks & ensure enhancement of the overall system's security
- Manage Systems & Networking Unit processes:
  - Direct "New Employees IT environment", "Employee Support", "Network Troubleshooting", "New OMT Service Implementation", "IT Purchasing", "Servers Maintenance & Troubleshooting", "Backup" & "Documentation Library" processes
  - Direct "OMT Agents Environment Setup" & "OMT Agents Support" Processes
- Manage Software Unit processes:
  - Lead & monitor the "Creation & Implementation of Internal Applications" & "External Applications" processes
  - Lead "Internal Applications Support" & "External Applications Support" processes



- Liaise with Western Union (WU) & other business partners for IT matters
- Develop the department's overall yearly plan & budget
- Lead ICT Department team members in terms of tasks' execution, guidance & coaching, performance management & career development; coordinate with HR
- Provide reports to the Board of Directors

#### Profil recherché / Requirements

- Education: BS degree in Computer & Communication Engineering or Computer Science Preferable educational requirement: Master's degree &/or internationally recognized IT Certificates
- Experience: 7 to 10 years of experience in heading IT team; preferable within a financial services/banking industry
- English, Arabic, very good, French is preferable
- Computer skills
  - Proficiency in operating systems & networks
  - Proficiency in relational database management system & programming languages
  - Qualifications:
    - Strategic Vision
    - Strategic Alignment
    - Business & Financial Intelligence
    - Driving Change & Innovation
    - Leading for Performance
    - Developing Others
    - Quality Management
    - Technical IT Management

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#### Position

☞ SENIOR INTERNAL AUDITOR SPECIALIST - RÉF. 14BE-0407B  
Reports to: Chief Internal Auditor

#### Mission

The Senior Internal Auditor Specialist will be responsible for planning, designing and conducting audit reviews of organizational and operational activities to evaluate the effectiveness and efficiency of implemented controls, and to determine whether regular tasks are performed in compliance with management instructions, policies, internal procedures and legal regulations.

- Develop yearly audit plans
- Conduct internal audit assignments of various functions including operational, IT and financial audits
- Conduct specific audit assignments to determine compliance with contractual obligations and local laws and regulations
- Document audit work and findings and prepare audit work papers
- Review internal policies and procedures to ensure they are written clearly, comprehensively and provide sufficient internal controls
- Identify key control points and weaknesses in the system or function being audited
- Propose innovative and creative recommendations for correcting unsatisfactory conditions, improving operations, and reducing costs



- Prepare written reports, expressing opinion on the adequacy, effectiveness and efficiency of the system or function under review, and present findings to the Chief Internal Auditor
- Monitor implementation procedures to correct potential or identified internal control problems
- Follow up on audit recommendations to assure implementation of promised corrective action
- Provide monthly progress reports and compare audits performed to previously submitted and approved annual plan

### Profil recherché / Requirements

- Education: Bachelor Degree in Business Administration, emphasis in Audit, Finance or Accounting. A professional certification in auditing or accounting such as CIA or CPA would be a plus.
- Experience: 4 to 5 years of experience in Audit including field tasks, data analysis, works and findings documentation and reports creation and presentation
- English very good, Arabic good, french is not required
- Computer skills: Advanced level in MS Office (Word, Excel and PowerPoint)
- Deep Knowledge of proper audit procedures, techniques and internal controls
- Ability to communicate with tact and diplomacy
- Ability to pay close attention to details to ensure strict accuracy
- Problem Solving: thoroughly think out and evaluate alternatives, innovative
- problem resolution, pro-active approach or initiative to resolve problems
- Workload Management: work with little direction and supervision, timely completion of projects, make time for unplanned assignments and adapt to changing priorities
- Ethics and Integrity: perceived fairness, tolerance, honesty, consistent in application of policies and procedures, maintain confidentiality and safeguard sensitive information
- Analysis: evaluate different alternatives and recommend the one that best meets business and professional needs
- Conceptual Thinking: apply common sense, theory and experience to decision- making, interpret data for discrepancies and trends and recognize subtle patterns; identify key issues and use inductive reasoning in complex situations

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### Position

☞ SENIOR OPERATIONS SPECIALIST - RÉF. 14BE-0407C  
Reports to: Operations Manager

### Mission

The Senior Operations Specialist is responsible for developing the units' workflows, monitoring performed tasks, increasing productivity, enhancing service quality and ensuring proficient implementations of systems, policies & procedures and operational guides that will enhance the efficiency and performance of the operations unit(s)

- Monitor daily operations and ensure data quality, integrity and accuracy
- Ensure implementation of new services and applications, conduct appropriate testing scenarios, report any issue or deficiency and produce proper operational guides
- Implement and monitor new processes and procedures in order to improve the units' efficiency and productivity and enhance service quality
- Enhance customer service quality by monitoring and reporting improper activities
- Manage security and access rights to applications and implement proper controls





- Perform regular follow up on internal & external pending requests
- Ensure policies across units and department are properly implemented in order to maintain operations
- Ensure units' activities are correctly and timely reported to the concerned parties
- Prepare appropriate weekly schedules for the staff
- Conduct regular field visits to the standalone locations, identify, report & propose solutions to the existing issues

#### Profil recherché / Requirements

- Education: Bachelor Degree in MIS, Business Administration or equivalent. MBA is a plus
  - Experience: 4 to 6 years of experience in operations management, quality assurance, development of operational policies & procedures, customer service management. Knowledge in systems applications management is a major plus.
  - English very good, French not required
  - Computer Skills: Proficient knowledge in Microsoft Office, especially in Excel
  - Competencies:
    - Analytical skills
    - Driving change & innovation
    - Decision making
    - Customer Focus
    - Fostering Teamwork & Cooperation
- 

#### Position

☞ SOFTWARE DEVELOPER - RÉF. 14BE-0407D

Reports to: ICT Manager

Direct Supervision: Head of Software Unit

#### Mission

- Gather & write business/technical requirements and share them with solution provider
- Install, configure & implement new services on production environment
- Test new services
- Troubleshoot new/ existing services
- Maintain external applications & provide first level of support
- Review current systems and suggest new ideas/tools for system improvements
- Provide technical trainings for end users
- Coordinate with solution providers and third parties

#### Profil recherché / Requirements

- Education: Bachelor Degree in Computer Science, Business Computing or MIS
- Experience: At least 2 years of experience in software development
- English & Arabic good, French not required
- Coding languages: Should be familiar with PL/SQL, ORACLE, HTML, AJAX, Web services
- Skills:
  - Fast learner
  - Details oriented
  - Excellent in time management



- Excellent in tasks prioritization
- Excellent individual and team player
- Other Qualifications:
  - Some Business & Accounting knowledge would be an added value

## 08. SOINS ET SANTE

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**Type: Local** (agent of multinational laboratories)

Industrial Sector: Pharmaceutical

**Brief firm profile:** Lebanese pharmaceutical company, exclusive agent for North America and European Laboratories, has its main operations in promotion and distribution of pharmaceutical products to healthcare professional and pharmacies.

**Location:** Area to cover Ashrafieh / Maten

**Company head office:** Hazmieh - Lebanon

### Position

☞ MEDICAL REPRESENTATIVE - RÉF. 14BE-0408

### Mission

Primary responsibilities and duties

- Create and manage portfolio of clients (doctors and others).
- Build and maintain excellent and long-term relationship with clients and create strong network with key influencers to help achieve Company goals.
- Promote company products to doctors and others related clients such as private clinics and hospitals.
- Assist in designing strategies and initiatives to create competitive edge and awareness of Company brands and products.
- Follow up and communicate with clients on a daily basis.
- Prevent and manage problems with clients.
- Assist in identifying and providing solutions for problems arising in the market and with clients.
- Develop, prepare and analyze reports for gathered market information.
- Responsible to meet department goals.
- Operate within Company values, policies and procedures.
- Be punctual in meeting deadlines.
- Team player, hard worker, and have ownership towards achieving company goals.
- Honest, presentable and professional in dealing with clients.
- Creative, proactive and client oriented.

### Profil recherché / Requirements

- Majors: Pharmacy, Biology, Chemistry, Biochemistry and similar
- Work experience 3 to 5 years professional experience
- Language Skills: Arabic, French and English
- Computer skills: Excel, Word and PowerPoint
- Other skills: Strong promotion skills – additional promotion trainings is a plus
- Working days: Monday to Friday
- Working hours: 8am to 5pm



## 09. LES AFFICHAGES PIKASSO S.A.L.

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### Position

☞ PURCHASING MANAGER - RÉF. 14BE-0409

### Mission

- Responsible for the purchase operations, negotiation, delivery and terms and conditions of all supplies and capital goods from local and foreign suppliers.
- Evaluate vendors and determine most cost-effective inventory and reorder levels, and ensure material and product testing for best quality/price purchases.

### Main Tasks

- Handle all local and foreign purchases related to the technical, operational and Administrative part of the business.
- Handle all logistics matters related to Import/Export and determine payment methods, shipping terms, insurance, delivery and clearance of the goods.
- Handle and ensure spare parts are sent or received to Lebanon or abroad, through the coordination with different courier services.
- Negotiate and compare prices and terms with suppliers in order to ensure the best deal versus the quality of purchases.
- Handle all purchasing requisitions related to flex, paper for Lebanon and Iraq, machinery and parts for Iraq and Algeria, and prepare and issue purchase orders.
- Ensure follow up and confirmation of the received goods by issuing the Incoming Inspection form.
- Maintain and issue accurate purchasing records and reports related to purchase orders, foreign orders, printing for Iraq, equipment, waste sold, shipments to Iraq and others.
- Perform, analyze and report costing by project in order to evaluate price/quality versus outcome.
- Follow up on the inventory stocked in the warehouse and factory for Pikasso and AGEV, and perform regular studies to ensure compliance with the orders.
- Develop and revise procedures to enhance workflows and processes related to the warehouse of Pikasso and AGEV, and monitor the data on Dolphin.
- Supervise matters related to AGEV printing through comparing and recommending the best printing house for specific projects assigned.
- Handle all foreign orders and shipments related to Algeria, Jordan and Iraq and report any problem with the foreign suppliers.
- Handle all printing orders related to Iraq and the Marketing Department in Lebanon.
- Support in the purchasing related tasks of certain projects pertaining to Pikasso events.
- Perform regular quality control on the work by measuring the assigned indicators related to the department.
- Perform an internal audit on various departments 4 to 5 times per year.
- Perform an end of year evaluation of the suppliers dealt with in order to classify them in a yearly report by importance and quality.



Profil recherché / Requirements

- Graduate with a Bachelor degree in Business Administration.
- University graduate with at least 5 years experience in Purchasing and Logistics.
- Fluent in French, English and Arabic
- Computer literate with good knowledge in Excel, Word and Outlook.
- Knowledge in Credit notes and Letters of Credit.
- Good knowledge of Incoterms and logistics operations.
- Good communication and interpersonal skills.
- Ability to work under pressure and cope with conflict, stress and crisis situations.
- Good organization skills.
- Detail Oriented.
- Good Analytical skills.





## STAGES / PART TIME JOB

### 10. BANQUE AUDI (PART TIME JOB)

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*Premier emploi : Poste à Temps Partiel pour jeunes étudiants ou diplômés nationaux vivant au Liban*

#### Position

☞ AMBASSADOR FOR THE SPRING ACCOUNT (RETAIL DEPARTMENT) - RÉF. 14BE-0410

#### Mission

The ambassador job is a part time job that does not require office work. The student will be working in coordination with the Retail Department. Those students will be considered as outdoor sellers specialized in the spring account (a new product for the youth) and will receive a certain commission on each account sold. They will not have a fixed salary, in fact their salary will be commission based only. Since, it is very flexible in terms of working hours, they will have to achieve a certain sales target (Obligatory) on a weekly basis and participate to events organized by the Bank(Optional).

#### Profil recherché / Requirements

This job is based on the ability of the student to convince people to buy a certain product (in this case the spring account, one of our new product created for the youth). In this perspective, we need motivated and creative people from different backgrounds.

### 11. GOOGLE

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**Stages disponibles chez Google, inscription en ligne sur les liens indiqués**

☞ ASSOCIATE ACCOUNT STRATEGIST SMB SALES - RÉF. 14BE-0411A

Multiple Languages Available

Location : EU Headquarters

Apply link: [google.com/careers/students/smbsales](http://google.com/careers/students/smbsales)

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☞ ASSOCIATE ACCOUNT STRATEGIST, GLOBAL CUSTOMER SERVICES - RÉF. 14BE-0411B

Multiple Languages Available

Location : Wroclaw / EU Headquarters

Apply link: [google.com/careers/students/smbservices](http://google.com/careers/students/smbservices)

The main Students page is : <http://www.google.com/about/careers/students/>



## 12. WINOA (FRANCE)

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Winoa est le leader mondial des technologies d'abrasion et de découpe au service des industries du métal et de la pierre. Partout dans le monde, il propose à ses clients les solutions les plus efficaces, les plus économiques et les plus respectueuses de l'environnement, pour la transformation de la surface de leurs produits. Le groupe rassemble aujourd'hui 1100 collaborateurs à travers le monde grâce à ses 27 sites présents dans 21 pays.

Nous recherchons, dans le cadre d'un stage d'une durée de 6 mois, un(e) étudiant(e) souhaitant participer aux missions de contrôle de gestion du groupe. Les missions ci-après seront amenées à évoluer en fonction du candidat.

### Position

☞ CONTROLEUR DE GESTION GROUPE - REF. 14BE-0412

Durée : 6 mois maximum

Démarrage : souhaité juin/juillet 2014

Basé au Cheylas (entre Grenoble et Chambéry)

### Mission

Rattaché(e) au Responsable du Contrôle de Gestion du Groupe, vous participerez :

- Aux clôtures mensuelles et à la consolidation des données de gestion
- A l'assistance aux filiales sur les procédures de reporting mensuels et sur le respect des délais.
- A l'amélioration de nos systèmes de reporting et de consolidation
- Aux projets liés à l'actualité du contrôle de gestion

### Profil recherché / Requirements

- Evoluant dans un environnement international, l'anglais de travail est exigé.
- Etudiant(e) de formation Bac+5 en Contrôle de gestion / Finance / Audit.
- Vous possédez une excellente maîtrise du pack Office et particulièrement de l'outil Excel, incluant l'utilisation des macros.
- Un premier stage réussi en finance et/ou comptabilité serait un plus.

**CV + Lettre de motivation précisant vos disponibilités et indiquant la référence : WA.stage.CDG.14.**



## 13. BEL GROUP

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With five universal core brands, including The Laughing Cow®, Kiri®, Leerdammer®, Boursin® and Mini Babybel®, and over 25 local brands, the Bel Group brings smiles to nearly 400 million consumers annually in 120 countries around the globe. These smiles, derived from the pleasure of eating food made with dairy goodness, and Bel's commitment to encouraging good eating habits and good-naturedness, form the common thread between the Group and its brands.

### Position

☞ STAGE D'ETE- RÉF. 14BE-0413

### Mission

- We are seeking a summer intern for the months of July and August 2014
- The training will take place in Bel Group's head office, located in Beirut Souks, Downtown Beirut
- This internship will introduce interns to the merchandizing know-how and expertise. Candidates will be working alongside the Commercial Development team on Trade Marketing initiatives. They will also be liaising with agencies for the artwork of the products

### Profil recherché / Requirements

Candidates should:

- Have a Marketing background
- Be creative, motivated, and ambitious
- Have good research skills

## 14. AIR FRANCE

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☞ STAGES RÉF : 14BE-0414

1. Titre du poste	Stagiaire à Air France : aéroport de Beyrouth
2. Durée du stage	2 à 3 mois
3. Période du stage	Entre mars et decembre 2014 (répartie entre plusieurs stagiaires)
4. Horaire	de 7h30 jusqu'à 13h00 ou de 13h00 jusqu'à 17h00 selon la periode choisie.
4. Taches et responsabilité:	
	Contact direct (face à face ) avec les clients
	Explication des avantages du programme de fidelisation: Flying Blue: FB
	Etablissement de statistiques hebdomadaires
	Activation des compte FB sur les systèmes AF
	Mise à jour des adresses électroniques des membres FB actifs
5. Aptitudes et compétences requises	
	Trilingue: francais, anglais, arabe
	Connaissance informatique requise: excel, word
	Connaissance internet: surfing, moteur de recherche
	Bonnes capacités de communication
	Qualités: personne à forte personnalité, dynamique, et persuasive.
	Personne présentable et agréable