



Workable eBooks



# JOB DESCRIPTION COMPENDIUM

Templates, tricks and storytelling tips that  
will deliver the stars you hope to hire 

OCTOBER 2014



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*It's all yours. You can help yourself to any of the job descriptions in our compendium. They're available in PDF form or if you prefer there's a link to a downloadable Word doc at the opening of each section. Enjoy, customise and never face a blank page again.*

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# Foreword by Kirsti Grant



Writing a foreword isn't unlike writing a job description in so much as it comes with a degree of real pressure. How will I make people keep reading? How on earth will I trigger some kind of reaction or even better, action? All that pressure, coming down on one person's words about a job worth applying for.

## Copy-paste

I remember my boss at my first recruitment gig telling me "just take a look at the jobs on \*insert job board name here\* and copy and paste the parts that are relevant and sound good".

Mercifully that gig didn't last very long. But for many years afterwards I still found myself swimming in a sea of mediocre job descriptions through my work at various job boards.

And then came Vend - the first place where writing a job description with meaning was so easy it hurt. At last, a genuine company with values that meant more than words on the wall. A place where people truly could be themselves, where work and life blends together. A place where amazing things happen every day and you have a boss who would high five you for your creative use of swear words in job descriptions.

“ You  
have a boss who  
would high five you  
for your creative use  
of swear words in job  
descriptions ”

There's nothing mind-altering about our job descriptions, there's no real science to it. Not all of them are particularly creative or exciting but what matters is that the words mean something; there are stories to be told. And what people get when they come in for their first day at Vend is consistent with the story that convinced them to come aboard. There are no surprises (except the good ones) and in every instance the job descriptions are a product of our values and a statement of why we're here in the first place.

That word “why” is the one that really matters. Like Simon Sinek’s famous TedTalk: “it’s not what you do or how you do it, it’s why”. This book has been put together by [Workable](#) because they want the recruitment world to be better. They want companies to hire better. They want talent to be inspired and they want those finding that talent to focus on what’s important: helping amazing people find amazing jobs, and doing it in a way that’s human and authentic.

Kirsti is what some would call a recruitment tech geek and is a big fan of doing things differently. She has worked in the online space for the last 7 years, mostly in the recruitment industry with a focus on using social media & technology in recruitment. In April 2013 Kirsti joined Vend, a Kiwi start-up success story and global software exporter as Head of Talent. Since joining Vend has grown from 37 - 180 with offices now in Melbourne, Toronto, San Francisco, London & Berlin as well as the Auckland HQ.



# The Style Guide For Job Descriptions

**G**iven that the purpose of a job description is to attract applications it would make sense for it to be inviting. Yet, all too often this logic seems to escape the people whose job it is to write them.

What should be an exercise in storytelling has come to be dominated by a style that's best described as "forensic". Other descriptors could include inhuman and mechanical. It's always worth remembering that it is people who apply for jobs.

Job descriptions can be taken to refer both to the lengthy Human Resources documents that outline all duties and requirements, as well as the shorter versions which are included in postings on job boards. The following points on style are addressed to the latter category.

Think about what the job you're describing consists of. Discuss it with someone who already does this job, or its nearest equivalent within your organisation, and get them to describe their average day. Break down what that involves into bullet points and then discard the trivial ones to make a feature of what's important in the role. As a general rule, do this in no more than a half-dozen bullet points.

“ Clarity of writing comes from clarity of thought.”

## It starts with the job title.



While it's people who apply for jobs they often use search engines to find a job advert. With that in mind make sure your title is something someone might look for on Google. A designer might reasonably be expected to search using term "designer", which won't help them to find your posting if you've used the job title: "graphical ninja".

Not everyone agrees with this approach. Github, the programming repository, is comfortable asking for “bad-ass Ruby specialists”. The power of their brand means people head directly to their careers page or search “GitHub jobs” to see what opportunities are out there. It works for them but think seriously about whether it works for you. In this one respect it doesn’t hurt to be straightforward.



## Drop the formality.

Too often postings are addressed to the “ideal candidate” -- a moniker with all the warmth of a Cold War thriller title. Postings should talk to “you”.

“ Think  
how you would  
describe the job  
that you’re hiring  
for to a friend over  
coffee or a drink.”

”

You might start by telling them in a couple of sentences about your company, what it does and why it’s a good place to work. Moving on you’d probably lay out in plain language what kind of person you’re looking for. And if you thought they might be a good fit you would tell them what an average day in the role looks like.

## Use full stops.

Use plenty of them. The Portuguese novelist Jose Saramago won a Nobel prize for his surrealist writing which contained almost no full stops. He did not write job descriptions. Long sentences won’t help you or the busy people you want to engage with.

While this may sound simple it’s remarkable how wrong companies, big and small, can get it. These mistakes fit into three broad categories which we’ll visit for some real examples.

## The dry and dull.

Also known as vanilla, because it’s the most commonly chosen route to getting it wrong.

*“Facebook seeks an experienced Corporate Communications Manager to support its global monetization efforts and programs. The successful candidate has strong experience in developing and executing high-profile communications initiatives, is an excellent writer, and has knowledge and interest in the concepts and technologies for online and interactive advertising.”*



Even the biggest and best are not immune to the machine tendency. While a

huge number of people would like to work for one of the most famous brands in the world, few of them daydreamed during math classes about “global monetization efforts”. You don’t really need to do better if you’re Facebook. But you’ll be making a mistake to try the same dry and dull approach if you’re not.

## Trying-too-hard.

Some efforts to bring colour and excitement go too far.

This ad from games and comics site Penny Arcade avoids the vanilla tendency too vigorously. There’s a hint of what’s to follow in the job title: “Web/Software Developer & Sys Admin”. If that sounds like two jobs, they are in fact looking for someone to combine four. It concludes:

*“So yeah, we know that’s a lot to ask of a person, but all of us here work tremendously hard to do a lot of things, and if you’d like to be at the technical epicenter of it all and don’t mind having a really bad sense of work-life balance...”*

A general style point here is to beware of hyphens. If you’re tempted to ask for a results-driven, high-energy A-player; or a battle-hardened, deadline-oriented dynamic self-starter, don’t.

## The outrightly hostile.

The rarest but most entertaining category.

It’s hard to look beyond the niche London publishers Dalkey Archive Press for the clearest example. Their infamous job description for an unpaid intern warned that the following misdemeanours would be grounds for immediate dismissal:

*“Coming in late or leaving early without prior permission; being unavailable at night or on the weekends; failing to meet any goals; giving unsolicited advice about how to run things; taking personal phone calls during work hours; gossiping; misusing company property, including surfing the internet while at work; submission of poorly written materials; creating an atmosphere of complaint or argument; failing to respond to emails in a timely way...”*

Read on to see how you can turn a vanilla job description template into a recruiting magnet with some simple writerly tips.



# PIMP YOUR JOB DESCRIPTIONS: EXAMPLE 1

## BEFORE (The Vanilla Front End Engineer)

We are seeking web designers who are excited to learn and improve our technology platform. The position will be responsible for designing and optimizing performance of a variety of websites. Projects range from designing and building responsive landing pages to A/B testing and conversion optimization to SEO and social media initiatives. The ideal candidate will be capable of managing multiple projects simultaneously, expressing technical concerns when necessary, and implementing projects in an agile work environment.

### Responsibilities will include:

- Understand business requirements, propose ideas, and select appropriate implementations
- Design mockups and convert to web-optimized, SEO-friendly HTML, images, and style sheets
- Track results overtime using web analytics tools and build a knowledge base of best practices
- Communicating effectively with management, operations and technical staff on a regular basis
- Delivering results from a remote work environment

### Job Requirements

- Bachelor's degree (B.S. or B.A.) from a four-year college or university
- Strong design skills and an eye for user experience and SEO
- Experience with responsive web page design, development and deployment
- Proficient using JavaScript and at least 1 other scripting language
- Strong communication, analytical, influencing and problem resolution techniques
- Highly organized self-starter with ability to work remotely under general supervision

We provide a competitive salary, performance bonus structure, and highly desirable work environment.

BUT YOU HAVEN'T TOLD US ANYTHING ABOUT WHO YOU ARE? WHO WOULD THEY GET TO WORK WITH?

THERE IS NOTHING HERE THAT MARKS THIS OUT FROM ANY OTHER JOB

WHO ISN'T LOOKING FOR THESE SKILLS? WHAT'S THE UNIQUE CHALLENGE OF THIS JOB?

THIS SHOULD BE A GIVEN, YOU'RE NOT LOOKING FOR PEOPLE WHO CAN'T FIND WORK ELSEWHERE

## AFTER (With thanks to the talented folks at Medium.com)

We're looking for thoughtful engineers with an eye for quality to join our team and help grow Medium while keeping it beautiful, fast, and delightful.

### What is the role?

At Medium, front-end engineers push the boundaries of what's possible in web client applications. They are not constrained by the past, choosing to embrace new browser capabilities instead of laboring over elaborate fallback systems for browsers used by a tiny fraction of our users.

The primary responsibility of this role is simple: create the best possible user experience for features on desktop and mobile web. To do this, front-end engineers collaborate with designers to explore possibilities through visual and interactive mocks and then translate them into production code and markup.

We're looking for engineers that do product-driven, application level engineering. One of our front-end engineers, Daryl Koopersmith (more commonly known as @Koop), explains, *"I don't just code HTML and CSS and link things together. That's not what we do here. The problems we're solving are difficult and we're trying to solve them well."*

### What skills do you need?

Medium's front-end is structured as a single page application which is written using Closure, LESS and other technologies, so you should be strong in these areas (or something comparable). You'll collaborate with your team via git using feature branches in a continuous deployment environment. Your code will be reviewed by your peers and you will be expected to provide meaningful code review feedback to others.

### What kind of people are hired in this role?

We want engineers who think systematically, implement quickly, and innovate eagerly; passionate people who want to build things.

You'll be working with and supported by a world-class team of designers and engineers. Your teammates on the front-end will include authors and strong contributors of Bootstrap, JSHint, Closure Library/Compiler, and WordPress.

# PIMP YOUR JOB DESCRIPTIONS: EXAMPLE 2

## BEFORE (The Vanilla Front of House Manager)

This deluxe 4 star hotel is well known for its excellent customer service and use as a luxury venue.

The Front of House Manager will report to the General Manager, you will be responsible for the smooth running of the Front of House department. The ideal candidate will have 190 bedroom experience and have managed a team of 15 - 20 staff.

I HAVE NO IDEA  
WHAT IT'S LIKE TO  
WORK HERE, WHAT'S  
INTERESTING ABOUT  
THE HOTEL?

WHAT TYPE OF STAFF?  
HOW SENIOR IS THE  
ROLE? IS THE TEAM  
GROWING?

The ideal candidate must be experienced in the following area:

- Managing and exceeding guest expectations
- Staff management, performance management, training & developing
- Setting KPI's and delegation
- Implementing and maintaining standards

GOOD OR BAD  
STANDARDS? HAVE  
THEY WON AWARDS?  
LACKS PERSONALITY  
OR HUMANITY.

The position requires a candidate that has strong management and communication skills, and be able to hit the ground running. An organised and passionate approach is essential.

This role would suit someone who has already had experience in managing a large team and is looking for the next step.

If this sounds like you please contact;

GREAT APPLICANT  
CLOSES AD,  
DOESN'T APPLY. BAD  
APPLICANT APPLIES  
TO EVERYTHING

I'M NOW BORED.  
MAKES ME THINK THIS  
JOB IS ALSO GOING TO  
BE BORING.

## AFTER (With thanks to Park Plaza County Hall)

Park Plaza County Hall is a fantastic 4 star deluxe award winning hotel situated in the heart of London on the South Bank, moments away from the Houses of Parliament and the London Eye, with 398 spacious state of the art guest rooms including superior rooms, studios, junior suites and seven luxury apartments. We also boast an award winning restaurant, vibrant bar, modern fitness centre with sauna, steam and treatment rooms and 6 naturally lit meeting rooms.

Awarded 'Best employer' by Springboard and voted the 'Best Family hotel' in the UK in the HRS awards, we are now looking for an inspiring Front of House Administrator to join our great team.

### **Key tasks & responsibilities:**

- Providing administrative support to all Front of House departments including Reception, Guest Relations and Concierge.
- Assist FOM/ Departmental Coach/ Shift leaders with Departmental Training
- Completion of department timesheets and holidays, weekly
- Ensure Guest feedback log is updated and issues are resolved in a timely manner
- Ensure an arrival check is completed and any requests are communicated to the relevant department.
- Take ownership of tasks such as our Express Check Out system, the daily PM accounting, assist with organizing group arrival/departures and be the main liaison between the Front Office and Housekeeping teams.

### **We are looking for:**

- Previous administrator experience from a busy 4\* or 5\* hotel environment
- Genuine passion for delivering inspirational guest service at all times
- Proven ability to work well under pressure in an organized manner
- Inspirational and motivating attitude
- Excellent personal presentation
- Flexibility to work a variety of early and late shifts

### **We offer:**

Our people mean the world to us, and we only recruit the best. For the talents in our business, we offer great benefits and opportunities to develop with us. Think you fit the bill? If you believe you tick all the boxes, we need to talk. We're committed to redefining hospitality. Are you?



## ACCOUNTING/FINANCE

Accountant	Financial analyst
Accounting clerk	Financial controller
Accounting manager	Fraud investigator
Accounts payable clerk	Insurance agent
Accounts receivable clerk	Internal auditor
Bank teller	Investment analyst
Bookkeeper	Loan officer
Compensation and Benefits specialist	Senior accountant
Credit analyst	Tax manager
Financial adviser	Underwriter

 Download in Word format

# ACCOUNTANT JOB DESCRIPTION

This accountant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a qualified accountant to handle prepare, compute, manage, research and analyze all accounting data, in order to provide quantitative information on performance, financial position, solvency, liquidity and cash flows of our business.

## Responsibilities

- Manage all accounting operations based on accounting principles
- Prepare budget and financial forecasts
- Publish financial statements in time
- Conduct monthend and yearend close process
- Collect, analyze and summarize account information
- Compute taxes and prepare tax returns, balance sheet, profit/loss statement etc
- Develop periodic reports for management
- Audit financial transactions and document accounting control procedures
- Keep information confidential and secure them with random database backups
- Keep up with financial policies, regulation and legislation

## Requirements

- X+ years of accounting or relevant experience
- Thorough knowledge of accounting and corporate finance principles and procedures
- Excellent accounting software user
- Strong attention to detail and confidentiality
- Advanced degree in Accounting
- CPA or CMA preferred

# ACCOUNTING CLERK JOB DESCRIPTION

This accounting clerk job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an accurate Accounting Clerk to be responsible for financial record keeping. You will use specialised ledgers and accounting software to record and process expenditures, receipts, payroll and other financial transactions.

## Responsibilities

- Provide accounting and clerical support to the accounting department
- Type accurately, prepare and maintain accounting documents and records
- Prepare bank deposits, general ledger postings and statements
- Reconcile accounts in a timely manner
- Daily enter key data of financial transactions in database
- Provide assistance and support to company personnel
- Research, track and restore accounting or documentation problems and discrepancies
- Inform management and compile reports/summaries on activity areas
- Function in accordance with established standards, procedures and applicable laws
- Constantly update job knowledge

## Requirements

- X+ years of accounting experience
- Familiarity with bookkeeping and basic accounting procedures
- Competency in MS Office, databases and accounting software
- Accuracy and attention to detail
- Aptitude for numbers
- Well organised
- High school degree
- Associate's degree or relevant certification is a plus

# ACCOUNTING MANAGER JOB DESCRIPTION

This accounting manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a reliable accounting manager to supervise, monitor and evaluate all day-to-day accounting activities. You will establish financial status by developing and implementing systems for collecting, analyzing, verifying and reporting financial information.

## Responsibilities

- Manage and oversee the daily operations of the accounting department
- Process month and end year process, accounts payable/receivable, cash receipts, general ledger, payroll and utilities, treasury, budgeting, cash forecasting, revenue and expenditure variance analysis, capital assets reconciliations, trust account statement reconciliations, check runs, fixed asset activity, debt activity etc
- Monitor and analyse accounting data and produce financial reports or statements
- Establish and enforce proper accounting methods, policies and principles
- Coordinate and complete annual audits
- Provide recommendations
- Improve systems and procedures and initiate corrective actions
- Assign projects and direct staff to ensure compliance and accuracy
- Meet financial accounting objectives
- Establish and maintain fiscal files and records to document transactions

## Requirements

- X+ years of experience as Accounting Manager
- Advanced computer skills on MS Office, accounting software and databases
- Ability to manipulate large amounts of data
- Proven knowledge of accounting principles, practices, standards, laws and regulations
- High attention to detail and accuracy
- Ability to direct and supervise
- BS degree in Accounting or Finance

# ACCOUNTS PAYABLE CLERK JOB DESCRIPTION

This accounts payable clerk job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled accounts payable clerk to be responsible for processing all invoices received for payment and for undertaking the payment of all creditors in an accurate, efficient and timely manner.

## Responsibilities

- Perform day to day management of all payment cycle activities and provide efficient client service
- Keep track, process and reconcile payments and expenditures, including payroll, purchase orders, invoices, statements, checks, refund requisitions etc, in compliance with financial policies and procedures
- Ensure correct approval, sorting, coding and matching of invoices/receipts
- Liaise with internal and external clients
- Regularly tabulate data and compile necessary reports
- Continuously improve payment processes

## Requirements

- X+ years of experience as accounts payable clerk
- Solid understanding of basic bookkeeping and accounting payable principles
- Proven ability to calculate, post and manage accounting figures and financial records
- Data entry skills along with a knack for numbers
- Hands-on experience with spreadsheets and proprietary software
- Proficiency in English and in MS Office
- Customer service orientation and negotiation skills
- High degree of accuracy and attention to detail
- BS degree in Finance, Accounting or Business Administration

# ACCOUNTS RECEIVABLE CLERK JOB DESCRIPTION

This accounts receivable clerk job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled accounts receivable clerk to provide financial, administrative and clerical services and to ensure accuracy and efficiency of operations. You will process and monitor incoming payments and secure revenue by verifying and posting receipts.

## Responsibilities

- Keep track and process accounts and incoming payments in compliance with financial policies and procedures
- Perform day to day financial transactions including verifying, classifying, computing, posting and recording accounts receivable data
- Prepare bills, invoices and bank deposits
- Reconcile the accounts receivable ledger to ensure that all payments are accounted for and properly posted.
- Verify discrepancies by and resolve clients' billing issues
- Facilitate swift payment of invoices due to the organization by sending bill reminders and contacting clients with outstanding accounts
- Generate financial statements and reports detailing accounts receivable status

## Requirements

- X+ years of experience as accounts receivable clerk
- Solid understanding of basic accounting principles, fair credit practices and collection regulations
- Proven ability to calculate, post and manage accounting figures and financial records
- Data entry skills along with a knack for numbers
- Hands-on experience in operating spreadsheets and accounting software (JDE or other full-scale ER software)
- Proficiency in English and in MS Office
- Customer service orientation and negotiation skills
- High degree of accuracy and attention to detail
- BS degree in Finance, Accounting or Business Administration

# BANK TELLER JOB DESCRIPTION

This bank teller job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a liable bank teller to process all transactions accurately and efficiently in accordance with established policies and procedures. The successful candidate will be the “frontline” of our bank and will play a fundamental role in achieving our customer satisfaction and revenue growth objectives. You must be comfortable making dozens of transactions daily, communicate with different types of clients and sell bank’s products/services.

## Responsibilities

- Conduct dozens of bank's routine transactions within time limits and established guidelines (cash checks, accept deposits and loan payments, process withdrawals etc)
- Assess customer needs and introduce new products and services (credit cards, saving bonds etc)
- Make sales referrals, suggest alternate channels and cross-sell products and services
- Go the “extra mile” to build trust relationships, customer loyalty and satisfaction
- Comply with regulatory requirements
- Manage risk in every transaction and detect fraudulent transactions to prevent losses
- Resolve customers' issues and provide relevant information

## Requirements

- X+ years of experience in banking or financial services
- Basic PC knowledge and familiarity with electronic equipment (e.g. cash drawers, receipt validators, money counters)
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Excellent sales skills
- BS in Finance, Banking or relevant field

# BOOKKEEPER JOB DESCRIPTION

This bookkeeper job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an skilled bookkeeper to record all financial transactions, including purchases, sales, receipts and payments. You will post information to accounting journals/software and reconcile accounts to ensure their accuracy.

## Responsibilities

- Record day to day financial transactions and complete the posting process
- Verify that transactions are recorded in the correct day book, suppliers ledger, customer ledger and general ledger
- Bring the books to the trial balance stage
- Perform partial checks of the posting process
- Complete tax forms
- Enter data, maintain records and lunch reports and financial statements
- Process accounts receivable/payable and handle payroll in a timely manner

## Requirements

- X+ years of bookkeeping experience
- Solid understanding of basic bookkeeping and accounting payable/receivable principles)
- Proven ability to calculate, post and manage accounting figures and financial records
- Data entry skills along with a knack for numbers
- Hands-on experience with spreadsheets and proprietary software
- Proficiency in English and in MS Office
- Customer service orientation and negotiation skills
- High degree of accuracy and attention to detail
- BS degree in Finance, Accounting or Business Administration

# COMPENSATION AND BENEFITS SPECIALIST JOB DESCRIPTION

This compensation and benefits specialist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a Compensation and Benefits Specialist to oversee and administer the employees perfect rewards and smart benefits. You will assess personnel needs and draft targeted programs that will increase performance, organisational trust and satisfaction. The goal is to attract, retain and motivate high quality employees while reducing turnover and enhancing our company's profile as best place to work.

## Responsibilities

- Define a fair, equitable and competitive total compensation package that fits and is aligned to our company's strategy and business goals
- Develop a consistent compensation philosophy in line with work culture and organisational objectives
- Ensure that compensation practices are in compliance with current legislation (pay equity, human rights, etc)
- Use various methods and techniques and make data based decisions on direct financial, indirect financial and nonfinancial compensations
- Assess employees needs by conducting organisational psychology surveys to find out what motivates and engages employees
- Prepare job descriptions, job analysis, job evaluations and job classifications
- Participate in salary and labour market surveys to determine prevailing pay rates and benefits
- Differentiate pay systems to invest in the segments of workforce that contribute the most value
- Deploy effective communication strategies and success metrics
- Conduct ongoing research into emerging trends, issues and best practices
- Conduct periodic audits and prepare reports

## Requirements

- X+ years of experience as a compensation and benefits specialist
- Prior experience in HR practices and compensation cycle management
- Working knowledge of job evaluation and job analysis systems
- Previous experience with organisational psychology and labour market surveys
- Adequate knowledge of current labour rules and regulations

- Familiarity with various types of incentives and benefits
- Extensive knowledge of HRIS and MS Office
- Strong quantitative and analytical skills
- BS degree in human resources, business administration or finance

# CREDIT ANALYST JOB DESCRIPTION

This credit analyst job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Credit Analyst to determine our customers' creditworthiness. You will analyse financial data to assess the likelihood of a borrower honouring his financial obligations.

## Responsibilities

- Assess creditworthiness of existing or prospective clients
- Examine financial transactions and credit history case by case (applications, statements, balance sheets, legal documents etc)
- Complete ratio, trend and cash flows analyses and create projections
- Deliver a multidimensional perspective on the investment outlook in an accessible and informative manner
- Determine in depth the degree of risk involved
- Carefully analyse data and produce clear and objective reports
- Routinely monitor loans for compliance
- Adhere to credit policy and guidelines
- Monitor corporate portfolio asset quality on an ongoing basis
- Draft models of credit information that predict trends and patterns

## Requirements

- X+ years of experience as a credit analyst
- Proficiency in statistical packages and financial software
- Up to date with legal, compliance and market risk related issues
- Ability to analyse cash flows, leverage, collateral and customer strength
- Strong communication and presentation skills
- Sound judgement
- BS degree in Business, Statistics or related field

# FINANCIAL ADVISER JOB DESCRIPTION

This financial adviser job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a financial adviser to act as an intermediary between our company and customers. You will provide to our clients financial guidance and make recommendations on how to best utilise their money. The ideal candidate will be able to research marketplace on available products and services, identify customers' needs, design financial strategies and close a sale.

## Responsibilities

- Provide strategic advice across a variety of financial products and services (debt management, cash management, insurance coverage, investments)
- Assess client's overall financial picture, understand their needs and develop a solid financial plan
- Guide clients towards a profitable and secure financial decision
- Cultivate client base and build win-win relationships
- Network, generate leads and grab opportunities to sell mutual funds, stocks, bonds etc to meet sales quotas
- Keep abreast of new industry's trends and research market to back up financial consulting
- Oversee the course of the financial plan and update it, if necessary, to ensure profits
- Comply with all industry rules and regulations
- Liaise with providers, solicitors, valuers and other professionals

## Requirements

- X+ years of experience as a Financial adviser or relevant experience
- Track record of successful financial guidance
- Ability to analyze market's financial data and to provide appropriate data-based advice
- Strong communication, negotiation and presentation skills
- Accuracy, attention to detail and the ability to explain complex information clearly and simply
- Excellent PC knowledge and ability to operate database systems
- Current certificate of qualifications (FCA, CII, DipFA, CISI or other)
- BS degree in Finance or related field

# FINANCIAL ANALYST JOB DESCRIPTION

This financial analyst job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a Financial Analyst to provide accurate and data based information on company's profitability, solvency, stability and liquidity. You will research and analyse financial information to help company make well informed decisions, write reports and monitor financial movements.

## Responsibilities

- Consolidate and analyse financial data (budgets, income statement forecasts etc) taking into account company's goals and financial standing
- Provide creative alternatives and recommendations to reduce costs and improve financial performance
- Assemble and summarise data to structure sophisticated reports on financial status and risks
- Develop financial models, conduct benchmarking and process analysis
- Conduct business studies on past, future and comparative performance and develop forecast models
- Identify trends, advise company and recommend actions based on sound analysis
- Track and determine financial status by analysing actual results in comparison with forecasts
- Reconcile transactions by comparing and correcting data
- Gain and update job knowledge to remain informed about novelty in the field
- Consult with management to guide and influence long term and strategic decision making within the broadest scope
- Drive process improvement and policy development initiatives that impact the function

## Requirements

- X+ years of experience as a Financial Analyst
- Proficient in spreadsheets, databases, MS Office and financial software applications
- Hands on experience with statistical analysis and statistical packages
- Outstanding presentation, reporting and communication skills
- Proven knowledge of financial forecasting and diagnosis, corporate finance and information analysis
- Well informed in current financial subjects, tax laws, money market and business environment
- BS degree in Finance, Economics or related field

# FINANCIAL CONTROLLER JOB DESCRIPTION

This financial controller job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an experienced Financial Controller to undertake all aspects of financial management, including corporate accounting, regulatory and financial reporting, budget and forecasts preparation, as well as development of internal control policies and procedures.

## Responsibilities

- Manage all accounting operations including Billing, A/R, A/P, GL and Counsel, Cost Accounting, Inventory Accounting and Revenue Recognition
- Coordinate and direct the preparation of the budget and financial forecasts and report variances
- Prepare and publish timely monthly financial statements
- Coordinate the preparation of regulatory reporting
- Research technical accounting issues for compliance
- Support month-end and year-end close process
- Ensure quality control over financial transactions and financial reporting
- Manage and comply with local, state, and federal government reporting requirements and tax filings
- Develop and document business processes and accounting policies to maintain and strengthen internal controls

## Requirements

- X+ years of experience as a Controller
- X+ years of overall combined accounting and finance experience
- Advanced degree in Accounting
- CPA or CMA preferred
- Thorough knowledge of accounting principles and procedures
- Experience with creating financial statements
- Experience with general ledger functions and the month-end/year end close process
- Excellent accounting software user and administration skills

# FRAUD INVESTIGATOR JOB DESCRIPTION

This fraud investigator job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a talented Fraud Investigator to be responsible for identifying and handling suspicious or problematic insurance claims while providing consultation and strategic directions through professional reports.

The goal is to determine what happened, whether or not it was legal, and who was responsible. The ideal candidate should have demonstrable analytical skills along with a passion for research and investigative evidence analysis.

## Responsibilities

- Conduct objective, fair, thorough, unbiased and timely investigations into allegations of fraud, waste or abuse committed against company by clients
- Review and research evidence/documents to analyze the overall fact pattern of claim and synthesize data into a professional report with recommendations
- Prepare and coordinate field assignments to obtain relevant evidence and information
- Coordinate with defense attorneys to provide deposition strategies and use law enforcement resources for assistance
- Manage and prioritize a large and varied case load effectively and efficiently to achieve positive results
- Prepare prosecution packages and restitution proposals

## Requirements

- X+ years of experience in related field
- Strong interpersonal and communication skills including the ability to interact with clients, upper management and law enforcement
- Ingenuity and persistence to obtain case information not readily available with an eye for detail
- Ability to work independently with minimum supervision
- Good organizational skills needed to manage a high volume of assigned cases
- Proficient with the insurance procedures, regulations and investigation methods
- Hands on experience with relevant Information System
- Display good interviewing and interrogation skills along with the capability of drafting reports
- Honest and ethical with high levels of integrity and confidentiality
- Willing to submit to extensive background checks and provide employment recommendations
- BS degree in a related field (e.g. insurance studies, criminal justice, risk management) or other relevant certification preferred (e.g. Certificate of Insurance Fraud Investigator)

# INSURANCE AGENT JOB DESCRIPTION

This insurance agent job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a competitive Insurance Agent to generate new business by contacting potential customers. You will sell, solicit, differentiate and negotiate insurance plans that match the needs of your assigned or prospective customers' portfolio.

The goal is to build up strong positive relationships, to ensure growth attainment and increase our firm's reputation.

## Responsibilities

- Develop marketing strategies and promote all types of new insurance contracts or suggest additions/changes to existing ones
- Breed productive relationships to create a pool of prospective clients from various sources by networking, cold calling, using referrals etc
- Evaluate business or individual customers' needs and financial status and propose protection plans that meet their criteria
- Work with clients to deliver risk management strategies that fit their risk profiles
- Report the progress of monthly/quarterly initiatives to stakeholders
- Maintain bookkeeping systems, database and records
- Monitor insurance claims to ensure mutual satisfaction
- Achieve customer acquisition and revenue growth objectives
- Constantly update job knowledge and learn about new products and services
- Fulfill all policy requirements

## Requirements

- X+ years of experience as an insurance agent
- Familiarity with all types of insurance plans (automobile, fire, life, property, medical etc)
- Basic computer knowledge and statistical analysis
- Proven ability to work with goals
- Demonstrated ability to communicate, present, influence and sell effectively
- Experience in delivering client-focused solutions and in creating long-lasting relationships
- High school or BS degree

# INTERNAL AUDITOR JOB DESCRIPTION

This internal auditor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an objective internal auditor to add value and improve our operations by bringing a systematic and disciplined approach to the effectiveness of risk management, control, and governance processes. The successful candidate will possess a thorough knowledge of accounting procedures and a sound judgement.

## Responsibilities

- Perform and control the full audit cycle including risk management and control management over operations' effectiveness, financial reliability and compliance with all applicable directives and regulations
- Determine internal audit scope and develop annual plans
- Obtain, analyze and evaluate accounting documentation, previous reports, data, flowcharts etc
- Prepare and present reports that reflect audit's results and document process
- Act as an objective source of independent advice to ensure validity, legality and goal achievement
- Identify loopholes and recommend risk aversion measures and cost savings
- Maintain open communication with management and audit committee
- Document process and prepare audit findings memorandum
- Conduct follow up audits to monitor management's interventions
- Engage in continuous knowledge development regarding sector's rules, regulations, best practices, tools, techniques and performance standards

## Requirements

- X+ years of experience as Internal Auditor
- Advanced computer skills on MS Office, accounting software and databases
- Ability to manipulate large amounts of data and to compile detailed reports
- Proven knowledge of auditing standards and procedures, laws, rules and regulations
- High attention to detail and excellent analytical skills
- Sound independent judgement
- BS degree in Accounting or Finance

# INVESTMENT ANALYST JOB DESCRIPTION

This investment analyst job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Investment Analyst to undertake financial research and report on prospective investment avenues. The successful candidate will study how an investment is likely to perform and how sustainable it is. You will participate in our sound portfolio-management strategy by providing the necessary data for our decision making process.

## Responsibilities

- Examine and assess economic and market trends, earnings prospects, financial statements and various other indicators and factors to determine suitable investment strategies
- Look back at previous investment decisions and the thought process of making the investment decision
- Liaise with fund managers and network with industry professionals
- Monitor closely financial press and keep a track of market trends, opportunities, risks and new investment products
- Compile advisory reports and make informed recommendations on new investment opportunities and funds that could enhance or diversify portfolios
- Develop complex financial models and analyse legal documents

## Requirements

- X+ years of experience as an investment analyst
- Solid understanding of financial set-up, procedures, statistics and economics
- Excellent investment analysis software user
- Strong numeric and communication skills
- Excellent quantitative and qualitative analytical skills
- BS degree in Finance, Accounting or related field

# LOAN OFFICER JOB DESCRIPTION

This loan officer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a loan officer to evaluate, authorize approval or deny loan applications for people or for business. You will act as liaison between customers and our financial institution and you will help qualified applicants acquire loans in a timely manner.

## Responsibilities

- Evaluate credit worthiness by processing loan applications and documentation within specified limits
- Interview applicants to determine financial eligibility and feasibility of granting loans
- Determine all applicable ratios and metrics and set up debt payment plans
- Communicate with clients either to request or to provide information
- Justify decisions (approvals/rejections) and report on them
- Complete loan contracts and counsel clients on policies and restrictions
- Update job knowledge on types of loans and other financial services
- Maintain and update account records
- Assess customer needs, explore all options and introduce different types of loans
- Develop referral networks, suggest alternate channels and cross-sell products and services to accomplish quotas
- Go the “extra mile” to build trust relationships, customer loyalty and satisfaction throughout the underwriting process
- Operate in compliance with laws and regulations and adhere to lending compliance guidelines

## Requirements

- X+ years of experience as a loan officer
- Familiarity with computers and banking applications/software
- Solid understanding of direct/indirect lending products and practices
- Excellent communication and interpersonal skills
- Customer satisfaction orientation and sales competencies
- Ability to work in a goal oriented environment
- BS degree in finance, economics, or a related field

# SENIOR ACCOUNTANT JOB DESCRIPTION

This senior accountant job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an experienced senior accountant to ensure the integrity of accounting information by researching account issues for compliance and by establishing quality control over financial transactions and financial reporting.

## Responsibilities

- Verify, allocate, post and reconcile transactions
- Produce error-free accounting reports and present their results
- Analyse financial information and summarise financial status
- Provide technical support and advice on management
- Review and recommend modifications to accounting systems and procedures
- Participate in financial standards setting and in forecast process
- Provide input into department's goal setting process
- Prepare financial statements and produce budget according to schedule
- Direct internal and external audits to ensure compliance
- Plan, assign and review staff's work
- Support month-end and year-end close process
- Develop and document business processes and accounting policies to maintain and strengthen internal controls

## Requirements

- X+ years of senior accounting experience
- X+ years of overall accounting experience
- Thorough knowledge of basic accounting procedures and principles
- Awareness of business trends
- Experience with creating financial statements
- Experience with general ledger functions and the month-end/year end close process
- Excellent accounting software user and administration skills
- Accuracy and attention to detail
- Aptitude for numbers and quantitative skills
- BS degree in Accounting, Finance or relevant

# TAX MANAGER JOB DESCRIPTION

This tax manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Tax Manager to lead and manage multiple operations of the tax practice area and to deliver quality tax services, that will increase firm's reputation. You will serve as business advisor to our clients aiming at maximising engagement and achieving qualitative outcomes.

## Responsibilities

- Deliver a full range of tax services in compliance with laws and regulations within timeframe
- Build relationships and interact with clients to provide excellent planning, consulting and expertise
- Provide innovative tax planning and review complex income tax returns
- Identify and mitigate tax risks
- Coordinate accounting staff and assess their performance
- Manage tax provision and tax compliance process
- Improve processes by developing or implementing best practices
- Manage and coordinate tax audits
- Maintain tax balances on general ledger
- Prepare all tax papers in regular basis and handle all information data requests

## Requirements

- X+ years of experience as tax manager
- Excellent knowledge of tax accounting, tax compliance and all types of tax returns
- Knowledge of tax software and MS Office
- Good at meeting deadlines and solving problems
- Exceptional client service along with the ability to develop excellent client relationships
- Strong leadership and personnel management skills
- Analytical skills with detail orientation
- BA in Accounting or MA in Taxation

# UNDERWRITER JOB DESCRIPTION

This underwriter job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a thorough Underwriter to determine potential clients' risk factors and to establish the terms of coverage. The successful candidate must be able to set up rules which will result in securing an average proportion of good risks in order to keep average claims cost low and to enable the company to offer insurance at a lower net cost.

## Responsibilities

- Review insurance applications for compliance and adherence
- Assess clients' background information and financial status
- Liaise with specialists to gather information and opinions
- Weight loss exposures and determine underwriting alternatives
- Draw up quotes for competitive insurance premiums
- Negotiate and define the specific terms of insurance policies with brokers or policyholders
- Keep detailed records of policies underwritten and decisions made
- Balance between mass and homogeneity of risks to achieve predictability of future results
- Develop and maintain a profitable book of business for the insurer
- Follow applicable insurance laws

## Requirements

- X+ years of insurance underwriting experience
- Hands-on experience with "smart systems", analytical tools and statistical packages (spreadsheets, SPSS, databases etc)
- Sensible judgement and attention to detail
- Confident decision making skills
- Excellent knowledge of insurance policies and ability to relate policy provisions to the loss exposures
- Proven numeracy and statistical skills
- Insurance diploma or certification
- BS in Business Administration, Finance or related field



## ADMIN/CUSTOMER SERVICE

### ADMIN

Administrative assistant	Office manager
Branch manager	Personal assistant
Data entry operator	Project manager
District manager	Receptionist/Front desk agent

### CUSTOMER SERVICE

Customer service manager	Flight attendant
Customer service representative	Help desk specialist
Field service technician	

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# ADMIN

# ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

This administrative assistant job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

As an Administrative Assistant you will be responsible for providing administrative support to ensure efficient operation of the office. You will support managers and employees through a variety of tasks related to organization and communication. You will communicate via phone and email ensuring that all administration tasks are completed accurately and delivered with high quality and in a timely manner.

## Responsibilities

- Answer and direct phone calls
- Organize and schedule meetings and appointments
- Maintain contact lists
- Produce and distribute correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Order office supplies
- Book travel arrangements
- Submit and reconcile expense reports
- Provide general support to visitors

## Requirements

- X+ years of administrative or assistant experience
- Knowledge of office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office

# BRANCH MANAGER JOB DESCRIPTION

This branch manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a talented Branch Manager to assign and direct all work performed in the branch and to supervise all areas of operation. You will manage staff, foster a positive environment and ensure customer satisfaction and proper branch operation. The successful candidate will have a hands-on approach and will be committed to the expansion and success of the business by implementing strategies that increase productivity and enable sales targets achievement.

## Responsibilities

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Stay abreast of competing markets and provide reports on market movement and penetration

## Requirements

- X+ years of branch management experience
- Proven knowledge of modern management techniques and best practises
- Ability to meet sales targets and production goals
- Familiarity with industry's rules and regulations
- Excellent organisational skills
- Results driven and customer focused
- Leadership and human resources management skills
- BS in Business Administration or related field

# DATA ENTRY OPERATOR JOB DESCRIPTION

This data entry operator job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a fast data entry operator to manage effectively large amounts of information. The target is to insert, update and maintain accurate data on computer systems and in archives.

## Responsibilities

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations
- Keep information confidential

## Requirements

- X+ years of data entry experience
- Typing speed and accuracy
- Familiarity with MS Office and data programs
- Trustworthy with an eye for detail
- High school diploma

# DISTRICT MANAGER JOB DESCRIPTION

This district manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a high-achiever District Manager to act as the key link between the headquarters and assigned district's branches. You will help branches stay up to date with company policies and you will ensure focus on increasing sales and building productive customers' relations. The successful candidate will be in charge of district's day-to-day operations and will carry out company policies and guidelines.

## Responsibilities

- Act as a liaison between the headquarters and the area's branches by making regular visits and interacting with management
- Be in charge of operational practices making sure that each branch runs smoothly and meets projected revenues and sales estimates
- Coordinate with, report and make recommendations to senior management in order to grow market share, improve customer experience and drive growth
- Ensure that each branch delivers value and excellence to the clients
- Cultivate and grow a strong team of committed branch managers that will maintain profit margins and implement business plan
- Ensure that all projects are executed profitably and in compliance to standardized business practices
- Apply innovative approaches and techniques to keep updated with competition

## Requirements

- X+ years of district management experience
- Entrepreneurial mindset and clear thinking
- Business development and strategy implementation knowledge
- Strong leadership and decision making skills
- Ability to sell, manage and drive growth
- Excellent customer relationship management skills
- BS/MA in Business Administration

# OFFICE MANAGER JOB DESCRIPTION

This office manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an Office Manager to organize and coordinate office operations and procedures, in order to ensure organizational effectiveness, efficiency and safety.

The ideal candidate will be experienced in handling a wide range of administrative and executive support related tasks and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible and enjoy the administrative challenges of supporting an office of diverse people.

## Responsibilities

- Serve as the point person for maintenance, mailing, shopping, supplies, equipment, bills, and errands
- Organize and schedule meetings and appointments
- Partner with HR to maintain office policies as necessary
- Organize office operations and procedures
- Coordinate with IT department on all office equipment
- Manage relationships with vendors, service providers, and landlord, ensuring that all items are invoiced and paid on time
- Manage contract and price negotiations with office vendors, service providers and office lease
- Manage office G&A budget, ensure accurate and timely reporting
- Provide general support to visitors

## Requirements

- X+ years of office management, administrative or assistant experience
- Knowledge of office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office

# PERSONAL ASSISTANT JOB DESCRIPTION

This personal assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a responsible Personal Assistant to provide personalised secretarial and administrative support in a well-organised and timely manner. You will work on a one-to-one basis on a variety of tasks related to manager's working life and communication.

## Responsibilities

- Act as the point of contact between the manager and internal/external clients
- Screen and direct phone calls and distribute correspondence
- Handle requests and queries appropriately
- Manage diary and schedule meetings and appointments
- Make travel arrangements
- Take dictation and minutes
- Source office supplies
- Produce reports, presentations and briefs
- Devise and maintain office filing system

## Requirements

- X+ years of experience as a personal assistant
- Knowledge of office management systems and procedures
- MS Office and English proficiency
- Outstanding organisational and time management skills
- Up-to-date with latest office gadgets and applications
- Ability to multitask and prioritise daily workload
- Excellent verbal and written communications skills
- Discretion and confidentiality
- High School degree
- PA diploma or certification would be considered an advantage

# PROJECT MANAGER JOB DESCRIPTION

This project manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an experienced Project Manager who will take on the management of key client projects with the goal of delivering every project on time, within budget and within scope.

## Responsibilities

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques
- Report and escalate to management as needed
- Successfully manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation

## Requirements

- Very good educational background, preferably in the fields of computer science or engineering
- X+ years of experience in project management in the information technology sector
- Solid technical background with understanding and/or hands-on experience in software development and web technologies
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multi-tasking skills
- Strong working knowledge of Microsoft Office
- PMP / PRINCE II certification is a plus.

# RECEPTIONIST/FRONT DESK AGENT JOB DESCRIPTION

This receptionist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

As a receptionist you will be the first point of contact for the company and you will provide administrative support across the organization. You will handle the flow of people through the business and ensure that all administration tasks are completed accurately and delivered with high quality and in a timely manner.

## Responsibilities

- Serve visitors by greeting, welcoming, directing and announcing them appropriately
- Answer, screen and forward any incoming phone calls while providing basic information when needed
- Receive and sort daily mail/deliveries/couriers
- Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
- Update appointment calendars and schedule meetings/appointments
- Perform other clerical duties such as filing, photocopying, collating, faxing etc.

## Requirements

- X+ years of experience in similar roles
- Proficient with Microsoft Office Suite
- Professional appearance
- Solid communication skills both written and verbal
- Ability to be resourceful and proactive in dealing with issues that may arise
- Ability to organize, multitask, prioritize and work under pressure
- High school degree

# CUSTOMER SERVICE

# CUSTOMER SERVICE MANAGER JOB DESCRIPTION

This customer service manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Customer Service manager to provide excellent customer service and to promote this idea throughout the organisation. The goal is to keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty and retention and to meet their expectations.

## Responsibilities

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

## Requirements

- X+ years of experience as a customer service manager
- X+ years of experience in providing customer service support
- Excellent knowledge of management methods and techniques
- Proficiency in English
- Working knowledge of customer service software, databases and tools
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Business Administration or related field

# CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

This customer service representative job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a customer-oriented service representative to act as a liaison, provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency.

The target is to ensure excellent service standards and maintain high customer satisfaction.

## Responsibilities

- Effectively manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

## Requirements

- X+ years of customer support experience
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- High school degree

# FIELD SERVICE TECHNICIAN JOB DESCRIPTION

This field service technician job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a self-starter Field Service Technician to deliver the desired experience to customer service. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability.

## Responsibilities

- Provide service and customer support during field visits or dispatches
- Tie workflow to schedule
- Manage all on site installation, repair, maintenance and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Document processes
- Operate vehicle in a safely manner and use field automation systems
- Follow all company's filed procedures and protocols
- Cooperate with technical team and share information across the organisation
- Comprehend customer requirements and make appropriate recommendations/ briefings
- Build positive relationships with customers

## Requirements

- X+ years of field service experience
- Ability to troubleshoot, test, repair and service technical equipment
- English literacy
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Technical degree or certification

# FLIGHT ATTENDANT JOB DESCRIPTION

This flight attendant/cabin crew job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a pleasant flight attendant to ensure the safety and comfort of passengers aboard flights. The successful candidate will be able to work independently, perform effectively in a team and build trust relationships with passengers.

The goal is to maximize revenue growth and enhance customer satisfaction.

## Responsibilities

- Provide information, guidance, and assistance for safety and comfort to passengers on board aircraft
- Attend the “brief” and act on it
- Conduct safety check before flight
- Greet customers, check their tickets and accompany them to their seats
- Prepare and serve drinks and food to passengers
- Present emergency equipment and give instructions
- Monitor and secure the cabin regularly
- Comply with all aviation rules and regulations for safety and protection
- Assist passengers and cabin crew during emergency situations
- Provide special help to passengers with special needs (children, disabled persons, elders etc)
- Submit analytic reports concerning flight incidents

## Requirements

- X+ years of experience as flight attendant or customer service experience
- Fluency in English, multilingual is preferred
- MS Office knowledge
- Customer service-oriented
- Professional image
- Excellent communication and presentation skills
- Problem solving skills and ability to handle difficult situations
- Cabin crew certification or training

# HELP DESK SPECIALIST JOB DESCRIPTION

This help desk specialist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a customer service oriented Help Desk Specialist to provide technical support to users in an efficient and accurate manner. You will be considered as the firm's front liner and you will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that customer value is maintained to the standards set forth by the company.

## Responsibilities

- Provide first level contact and convey resolutions to customer issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Update customer data and produce activity reports
- Walk customers through problem solving process
- Follow up with customers, provide feedback and see problems through to resolution
- Utilise excellent customer service skills and exceed customers' expectations
- Ensure proper recording, documentation and closure
- Recommended procedure modifications or improvements
- Preserve and grow your knowledge of help desk procedures, products and services

## Requirements

- X+ years of experience in providing help desk support
- Proficiency in English
- Working knowledge of help desk software, databases and remote control
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Information Technology, Computer Science or equivalent



## COMPUTING/IT

Android developer	Search engine marketing specialist
Data analyst	Software engineer
Database administrator	Software security engineer
Embedded software engineer	System security engineer
Game developer	Systems engineer
iOS developer	Technical support engineer
IT manager	Telecommunications specialist
Java developer	UI designer
Network engineer	Web designer
PHP developer	Web developer
Ruby on rails developer	

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# ANDROID DEVELOPER JOB DESCRIPTION

This android developer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an Android Developer who possesses a passion for pushing mobile technologies to the limits and will work with our team of talented engineers to design and build the next generation of our mobile applications.

## Responsibilities

- Design and build advanced applications for the Android platform
- Collaborate with cross-functional teams to define, design, and ship new features.
- Work with outside data sources and API's
- Unit-test code for robustness, including edge cases, usability, and general reliability.
- Work on bug fixing and improving application performance.
- Continuously discover, evaluate, and implement new technologies to maximize development efficiency.

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of software development experience
- X+ years of Android development
- Have published at least one original Android app
- Experience with Android SDK
- Experience working with remote data via REST and JSON
- Experience with third-party libraries and APIs
- Working knowledge of the general mobile landscape, architectures, trends, and emerging technologies
- Solid understanding of the full mobile development life cycle.

# DATA ANALYST JOB DESCRIPTION

This data analyst job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a passionate data analyst to turn data into information, information into insight and insight into business decisions.

You will conduct full lifecycle activities to include requirements analysis and design, develop analysis and reporting capabilities, and continuously monitor performance and quality control plans to identify improvements.

## Responsibilities

- Interpret data, analyze the results using statistical techniques and provide ongoing reports
- Develop and implement data collection systems and other strategies that optimize statistical efficiency and data quality
- Acquire data from primary or secondary data sources and maintain databases/data systems
- Identify, analyze, and interpret trends or patterns in complex data sets
- Filter and “clean” data, and review computer reports, printouts, and performance indicators to locate and correct code problems
- Work closely with management to prioritize business and information needs
- Locate and define new process improvement opportunities

## Requirements

- X+ years of experience as a data analyst
- Technical expertise regarding data models, database design development, data mining and segmentation techniques
- Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- Knowledge of statistics and experience using statistical packages for analyzing large datasets (Excel, SPSS, SAS etc)
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Adept at queries, report writing and presenting findings
- BS in Mathematics, Economics, Computer Science, Information Management or Statistics

# DATABASE ADMINISTRATOR JOB DESCRIPTION

This line database administrator job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional database administrator to keep our database up and running smoothly 24/7. The goal is to provide a seamless flow of information throughout the company, considering both backend data structure and frontend accessibility for end-users.

## Responsibilities

- Build database systems of high availability and quality depending on each end user's specialised role
- Design and implement database in accordance to end users information needs and views
- Define users and enable data distribution to the right user, in appropriate format and in a timely manner
- Use high-speed transaction recovery techniques and backup data
- Minimise database downtime and manage parameters to provide fast query responses
- Provide proactive and reactive data management support and training to users
- Determine, enforce and document database policies, procedures and standards
- Perform tests and evaluations regularly to ensure data security, privacy and integrity
- Monitor database performance, implement changes and apply new patches and versions when required

## Requirements

- X+ years of experience as a database administrator
- Proven experience with database standards and end user applications
- Excellent knowledge of data backup, recovery, security, integrity and SQL
- Familiarity with database design, documentation and coding
- Previous experience with DBA case tools (frontend/backend) and third party tools
- Familiarity with programming languages API
- Problem solving skills and ability to think algorithmically
- BS degree in a computer discipline or relevant certification

# EMBEDDED SOFTWARE ENGINEER JOB DESCRIPTION

This embedded software engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Embedded Software Engineer to execute complete embedded software development lifecycle . The goal is to create scalable and optimised software systems.

## Responsibilities

- Design and implement software of embedded devices and systems from requirements to production and commercial deployment
- Design, develop, code, test and debug system software
- Review code and design
- Analyse and enhance efficiency, stability and scalability of system resources
- Integrate and validate new product designs
- Support software QA and optimise I/O performance
- Provide post production support
- Interface with hardware design and development
- Assess third party and open source software

## Requirements

- X+ years of experience in embedded software engineering
- BS degree in Computer Science or Engineering
- Experience in hands-on development and troubleshooting on embedded targets
- Solid programming experience in C or C++
- Proven experience in embedded systems design with preemptive, multitasking real-time operating systems
- Familiarity with software configuration management tools, defect tracking tools, and peer review
- Excellent knowledge of OS coding techniques, IP protocols, interfaces and hardware subsystems
- Adequate knowledge of reading schematics and data sheets for components
- Strong documentation and writing skills

# GAME DEVELOPER JOB DESCRIPTION

This game developer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a specialized games developer to turn a game idea into code on a fast moving environment. You will be involved in various aspects of game's creation from concept to finished product including coding, programming, audio, design, production and visual arts.

## Responsibilities

- Translate requirements into complicated but clean and efficient code
- Construct the base or the engine on which the game will run
- Produce prototypes of gameplay ideas and features
- Develop schedules and determine milestones
- Generate game scripts and storyboards
- Animate characters and objects
- Contribute to the design and audio features of the game
- Create unit tests and validation procedures to assure quality
- Detect identification and resolution and document technical specifications
- “Polish” the game, maintain code, fix bugs and iron out occurring problems

## Requirements

- X+ years of experience in full lifecycle game development
- Hands on experience primarily with C++ or other programming languages (Java, C, etc)
- High level knowledge of APIs and libraries
- Expert in one or more programming specialties (artificial intelligence, 3D Rendering, 3D animation, physics, multiplayer/networking, or audio)
- Up-to-date with the latest gaming trends, techniques, best practices and technologies
- Ability to solve problems creatively and effectively
- BS degree in Computer Science or Games Technology

# IOS DEVELOPER JOB DESCRIPTION

This iOS developer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an iOS Developer who possesses a passion for pushing mobile technologies to the limits and will work with our team of talented engineers to design and build the next generation of our mobile applications.

## Responsibilities

- Design and build advanced applications for the iOS platform
- Collaborate with cross-functional teams to define, design, and ship new features.
- Unit-test code for robustness, including edge cases, usability, and general reliability.
- Work on bug fixing and improving application performance.
- Continuously discover, evaluate, and implement new technologies to maximize development efficiency.

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of software development experience
- X+ years of iOS development
- Have published one or more iOS apps in the app store
- A deep familiarity with Objective-C and Cocoa Touch
- Experience working with iOS frameworks such as Core Data, Core Animation, Core Graphics and Core Text
- Experience with third-party libraries and APIs
- Working knowledge of the general mobile landscape, architectures, trends, and emerging technologies
- Solid understanding of the full mobile development life cycle

# IT MANAGER JOB DESCRIPTION

This IT manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an IT manager to be responsible and accountable for the smooth running of our computer systems within the limits of requirements, specifications, costs and timelines. You will supervise the implementation and maintenance of our company's computing needs. The successful candidate will have improved skills, a proven professional experience and a detailed knowledge of industry's best practice processes.

## Responsibilities

- Manage information technology and computer systems
- Plan, organise, control and evaluate IT and electronic data operations
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Manage staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness

## Requirements

- X+ years of experience as an IT manager or relevant experience
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Expertise in data center management and data governance
- Hands-on experience with computer networks, network administration and network installation
- Ability to manage personnel
- BS in Computer Science, MIS or similar field

# JAVA DEVELOPER JOB DESCRIPTION

This java developer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a Java Developer with experience in building high-performing, scalable, enterprise-grade applications.

You will be part of a talented software team that works on mission-critical applications. You will be responsible for Java/Java EE application development while providing expertise in the full software development lifecycle, from concept and design to testing.

## Responsibilities

- Design and develop high-volume, low-latency applications for mission-critical systems, delivering high-availability and performance.
- Contribute in all phases of the development lifecycle.
- Write well designed, testable, efficient code.
- Ensure designs are in compliance with specifications.
- Prepare and produce releases of software components.
- Support continuous improvement by investigating alternatives and technologies and presenting these for architectural review.

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of hands-on Software Development experience
- X+ years of experience in Java development
- Hands on experience in designing and developing applications using Java EE platforms
- Object Oriented analysis and design using common design patterns.
- Profound insight of Java and JEE internals (Classloading, Memory Management, Transaction management etc)
- Excellent knowledge of Relational Databases, SQL and ORM technologies (JPA2, Hibernate)
- Experience in the Spring Framework
- Experience in developing web applications using at least one popular web framework (JSF, Wicket, GWT, Spring MVC)
- Experience with test-driven development

# NETWORK ENGINEER JOB DESCRIPTION

This network engineer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a Network Engineer to design, implement, maintain, and support our growing network infrastructure. You will be part of a team that is responsible for designing and developing scalable, maintainable, highly available network architectures that meet business objectives and SLAs.

## Responsibilities

- Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor performance and ensure system availability and reliability
- Monitor system resource utilization, trending, and capacity planning
- Provide Level-2/3 support and troubleshooting to resolve issues
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure
- Select and implement security tools, policies, and procedures in conjunction with the company's security team
- Liaise with vendors and other IT personnel for problem resolution

## Requirements

- X+ years of hands-one network engineering experience
- CCNP or higher (CCIE and/or CISSP highly valued)
- Deep understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS)
- Solid understanding of the OSI or TCP/IP model
- Hands-on experience with monitoring, network diagnostic and network analytics tools
- University degree in Computer Science or a related subject

# PHP DEVELOPER JOB DESCRIPTION

This PHP developer job description template is optimised for posting in online job boards or careers pages and is easy to customise for your company.

## Job brief

We are looking for a PHP developer who is dedicated to his craft, writes code that is proud of and can hit the ground running. We need you to write beautiful, fast PHP to a high standard, in a timely and scalable way that improves the code-base of our products in meaningful ways. You will be a part of a creative team that is responsible for all aspects of the ongoing software development from the initial specification, through to developing, testing and launching.

## Responsibilities

- Write “clean”, well designed code
- Produce detailed specifications
- Troubleshoot, test and maintain the core product software and databases to ensure strong optimization and functionality
- Contribute in all phases of the development lifecycle
- Follow industry best practices
- Develop and deploy new features to facilitate related procedures and tools if necessary

## Requirements

- X+ years of software development experience in PHP
- Understanding of open source projects like Joomla, Drupal, Wikis, osCommerce, etc
- Demonstrable knowledge of web technologies including HTML, CSS, Javascript, AJAX etc
- Good knowledge of relational databases, version control tools and of developing web services
- Experience in common third-party APIs (google, facebook, ebay etc)
- Passion for best design and coding practices and a desire to develop new bold ideas
- BS/MS degree in Computer Science, Engineering or a related subject

# RUBY ON RAILS DEVELOPER JOB DESCRIPTION

This ruby on rails developer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

Do you like writing mean and clean Ruby code? Come join our team and help us build amazing things.

We're looking for someone with a passion for programming and for writing beautiful code. You will join a team of exceptional developers working in a fast-paced environment to deliver world-class software.

## Responsibilities

- Write clean, maintainable and efficient code
- Design robust, scalable and secure features
- Contribute in all phases of the development lifecycle
- Follow best practices (test-driven development, continuous integration, SCRUM, refactoring, code standards)
- Drive continuous adoption and integration of relevant new technologies into design

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of experience developing applications with Ruby on Rails
- X+ years of software development experience
- Demonstrable knowledge of front-end technologies such as JavaScript, HTML, CSS & JQuery
- Experience developing highly interactive applications
- A firm grasp of object oriented analysis and design
- Passion for writing great, simple, clean, efficient code
- Good knowledge of relational databases
- Working knowledge of NoSQL databases

# SEARCH ENGINE MARKETING SPECIALIST (SEO/SEM) JOB DESCRIPTION

This search engine marketing specialist (SEO/SEM) job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an SEO/SEM expert to manage all search engine optimization and marketing activities.

You will be responsible for managing all SEO activities such as content strategy, link building and keyword strategy to increase rankings on all major search networks. You will also manage all SEM campaigns on Google, Yahoo and Bing in order to maximize ROI.

## Responsibilities

- Execute tests, collect and analyze data, identify trends and insights in order to achieve maximum ROI in paid search campaigns
- Track, report, and analyze website analytics and PPC initiatives and campaigns
- Manage campaign expenses, staying on budget, estimating monthly costs and reconciling discrepancies.
- Optimize copy and landing pages for search engine marketing
- Perform ongoing keyword discovery, expansion and optimization
- Research and implement search engine optimization recommendations
- Research and analyze competitor advertising links
- Develop and implement link building strategy
- Work with the development team to ensure SEO best practices are properly implemented on newly developed code
- Work with editorial and marketing teams to drive SEO in content creation and content programming
- Recommend changes to website architecture, content, linking and other factors to improve SEO positions for target keywords.

## Requirements

- X+ years of SEO experience
- X+ years of SEM experience managing PPC campaigns across Google, Yahoo, and Bing.
- Solid understanding of performance marketing, conversion, and online customer acquisition
- In-depth experience with website analytics tools (e.g, Google Analytics, NetInsight, Omniture, WebTrends)

- Experience with bid management tools (e.g., Click Equations, Marin, Kenshoo, Search Ignite)
- Experience with A/B and multivariate experiments
- Working knowledge of HTML, CSS, and JavaScript development and constraints
- Up-to-date with the latest trends and best practices in SEO and SEM
- BS/MS degree in a quantitative, test-driven field

# SOFTWARE ENGINEER JOB DESCRIPTION

This software engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a passionate Software Engineer to design, develop and install software solutions. The successful candidate will be able to build high-quality, innovative and fully performing software in compliance with coding standards and technical design.

## Responsibilities

- Execute full lifecycle software development
- Write well designed, testable, efficient code
- Produce specifications and determine operational feasibility
- Integrate software components into a fully functional software system
- Develop software verification plans and quality assurance procedures
- Document and maintain software functionality
- Tailor and deploy software tools, processes and metrics
- Serve as a subject matter expert
- Comply with project plans and industry standards

## Requirements

- X+ years of experience in software engineering
- BS degree in Computer Science or Engineering
- Hands on experience in designing interactive applications
- Ability to develop software in C, C++, C#, Java or other selected languages
- Excellent knowledge of Relational Databases, SQL and ORM technologies (JPA2, Hibernate)
- Experience in the Spring Framework
- Experience in developing web applications using at least one popular web framework (JSF, Wicket, GWT, Spring MVC)
- Experience with test-driven development
- Mastery in software engineering tools
- Ability to document requirements and specifications
- Familiarity with software development methodology and release processes

# SOFTWARE SECURITY ENGINEER JOB DESCRIPTION

This software security engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled security engineer to analyze software designs and implementations from a security perspective, and identify and resolve security issues. You will include the appropriate security analysis, defences and countermeasures at each phase of the software development lifecycle, to result in robust and reliable software.

## Responsibilities

- Implement, test and operate advanced software security techniques in compliance with technical reference architecture
- Perform on-going security testing and code review to improve software security
- Troubleshoot and debug issues that arise
- Provide engineering designs for new software solutions to help mitigate security vulnerabilities
- Contribute to all levels of the architecture
- Maintain technical documentation
- Consult team members on secure coding practices
- Develop a familiarity with new tools and best practices

## Requirements

- X+ years of relevant experience
- Detailed technical knowledge of techniques, standards and state-of-the art capabilities for authentication and authorization, applied cryptography, security vulnerabilities and remediation
- Software development experience in one of the following core languages: Ruby on Rails, Java, Javascript, .NET
- Adequate knowledge of web related technologies (Web applications, Web Services, Service Oriented Architectures) and of network/web related protocols
- Interest in all aspects of security research and development
- BS degree in Computer Science or related field

# SYSTEM SECURITY ENGINEER JOB DESCRIPTION

This system security engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a capable system security engineer, who enjoys security work and possesses both deep and wide expertise in the security space.

You will make things more secure by protecting system boundaries, keeping computer systems and network devices hardened against attacks and securing highly sensitive data.

## Responsibilities

- Engineer, implement and monitor security measures for the protection of computer systems, networks and information
- Identify and define system security requirements
- Design system security architecture and develop detailed security designs
- Prepare and document standard operating procedures and protocols
- Configure and troubleshoot security infrastructure devices
- Develop technical solutions and new security tools to help mitigate security vulnerabilities and automate repeatable tasks
- Ensure that the company knows as much as possible, as quickly as possible about security incidents
- Write comprehensive reports including assessment-based findings, outcomes and propositions for further system security enhancement

## Requirements

- X+ years of experience in building and maintaining security systems
- Detailed technical knowledge of database and operating system security
- Hands on experience in security systems, including firewalls, intrusion detection systems, anti-virus software, authentication systems, log management, content filtering, etc
- Experience with network technologies and with system, security, and network monitoring tools
- Thorough understanding of the latest security principles, techniques, and protocols
- Familiarity with web related technologies (Web applications, Web Services, Service Oriented Architectures) and of network/web related protocols
- Problem solving skills and ability to work under pressure
- BS degree in Computer Science or related field

# SYSTEMS ENGINEER JOB DESCRIPTION

This Systems engineer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a Systems Engineer to help build out, maintain, and troubleshoot our rapidly expanding infrastructure. You will be part of a talented team of engineers that demonstrate superb technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance and security.

## Responsibilities

- Manage and monitor all installed systems and infrastructure
- Install, configure, test and maintain operating systems, application software and system management tools
- Proactively ensure the highest levels of systems and infrastructure availability
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Maintain security, backup, and redundancy strategies
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- Participate in the design of information and operational support systems
- Provide 2nd and 3rd level support
- Liaise with vendors and other IT personnel for problem resolution

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of experience installing, configuring and troubleshooting UNIX /Linux based environments.
- Solid experience in the administration and performance tuning of application stacks (e.g., Tomcat, JBoss, Apache, Ruby, NGINX)
- Solid Cloud experience, preferably in AWS
- Experience with virtualization and containerization (e.g., VMware, Virtual Box)
- Experience with monitoring systems
- Experience with automation software (e.g., Puppet, cfengine, Chef)
- Solid scripting skills (e.g., shell scripts, Perl, Ruby, Python)
- Solid networking knowledge (OSI network layers, TCP/IP)

# TECHNICAL SUPPORT ENGINEER JOB DESCRIPTION

This technical support engineer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a bright Technical Support Engineer to provide enterprise level technical support to our customers via phone, web, email, chat and other support channels as required.

## Responsibilities

- Take ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers
- Ensure proper recording and closure of all issues
- Prepare accurate and timely reports
- Document knowledge in the form of knowledge base tech notes and articles

## Requirements

- BS degree in Information Technology, Computer Science or equivalent
- X+ years of experience in enterprise technical support
- Basic knowledge of Unix/Linux systems, utilities and scripting
- Strong problem-solving skills
- Excellent client-facing skills
- Excellent written and verbal communication skills

# TELECOMMUNICATIONS SPECIALIST JOB DESCRIPTION

This telecommunications specialist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a telecommunications specialist to construct, install, monitor, repair and maintain communications systems and equipment. The successful candidate will be familiar with telephone and data cables, wiring, circuits, digital computers and all related systems and devices.

## Responsibilities

- Manage, supervise and provide technical advice on telecommunications systems
- Receive feedback, identify users' needs and requirements and mobilize existing technology to meet their criteria
- Document plans, requests, activities and specifications and report on them
- Program features, design networks and systems and allocate resources as necessary
- Monitor and test systems and peripheral equipment and troubleshoot problems
- Evaluate systems performance level and improve capabilities as needed
- Oversee and coordinate telecommunications activities
- Purchase electronic equipment and prepare budgetary justifications
- Cooperate with management to develop staff and improve their skills
- Follow industry's standards and best practices

## Requirements

- X+ years of experience as a telecommunications specialist
- Familiarity with MS Office and databases
- Hands on experience with all telecommunications systems including peripheral equipment (e.g. computer networks, optical fiber, on site controllers, data modems, terminals, etc)
- Adequate interpersonal and organisational skills
- Team player with customer service orientation
- BS degree in Computer Science, telecommunications licence or relevant

# UI DESIGNER JOB DESCRIPTION

This UI designer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a talented UI Designer to create amazing user experiences. The ideal candidate should have an eye for clean and artful design, possess superior UI skills and be able to translate high-level requirements into interaction flows and artifacts, and transform them into beautiful, intuitive, and functional user interfaces.

## Responsibilities

- Collaborate with product management and engineering to define and implement innovative solutions for the product direction, visuals and experience
- Execute all visual design stages from concept to final hand-off to engineering
- Conceptualize original ideas that bring simplicity and user friendliness to complex design roadblocks
- Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas
- Present and defend designs and key milestone deliverables to peers and executive level stakeholders
- Conduct user research and evaluate user feedback
- Establish and promote design guidelines, best practices and standards

## Requirements

- X+ years of UI experience
- Demonstrable UI design skills with a strong portfolio
- Solid experience in creating wireframes, storyboards, user flows, process flows and site maps
- Proficiency in Photoshop, Illustrator, OmniGraffle, or other visual design and wire-framing tools
- Proficiency in HTML, CSS, and JavaScript for rapid prototyping.
- Excellent visual design skills with sensitivity to user-system interaction
- Ability to present your designs and sell your solutions to various stakeholders.
- Ability to solve problems creatively and effectively
- Up-to-date with the latest UI trends, techniques, and technologies
- BS/MS in Human-Computer Interaction, Interaction Design, or related
- Experience working in an Agile/Scrum development process

# WEB DESIGNER JOB DESCRIPTION

This web designer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a talented Web Designer to create amazing user experiences. The ideal candidate should have an eye for clean and artful design, possess superior user interface design skills and be able to translate high-level requirements into interaction flows and artifacts, and transform them into beautiful, intuitive, and functional designs.

## Responsibilities

- Execute all visual design stages from concept to final hand-off to engineering
- Conceptualize original ideas that bring simplicity and user friendliness to complex design roadblocks
- Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas
- Present and defend designs and key milestone deliverables to peers and executive level stakeholders
- Establish and promote design guidelines, best practices and standards

## Requirements

- X+ years of Web Design experience
- Demonstrable graphic design skills with a strong portfolio
- Solid experience in creating wireframes, storyboards, user flows, process flows and site maps
- Proficiency in Photoshop, Illustrator, or other visual design and wire-framing tools
- Proficiency in HTML, CSS, and JavaScript for rapid prototyping.
- Excellent visual design skills with sensitivity to user-system interaction
- Ability to solve problems creatively and effectively
- Up-to-date with the latest Web trends, techniques, and technologies
- BS/MS in Human-Computer Interaction, Interaction Design, or a Visual Arts subject
- Experience working in an Agile/Scrum development process

# WEB DEVELOPER JOB DESCRIPTION

This web developer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

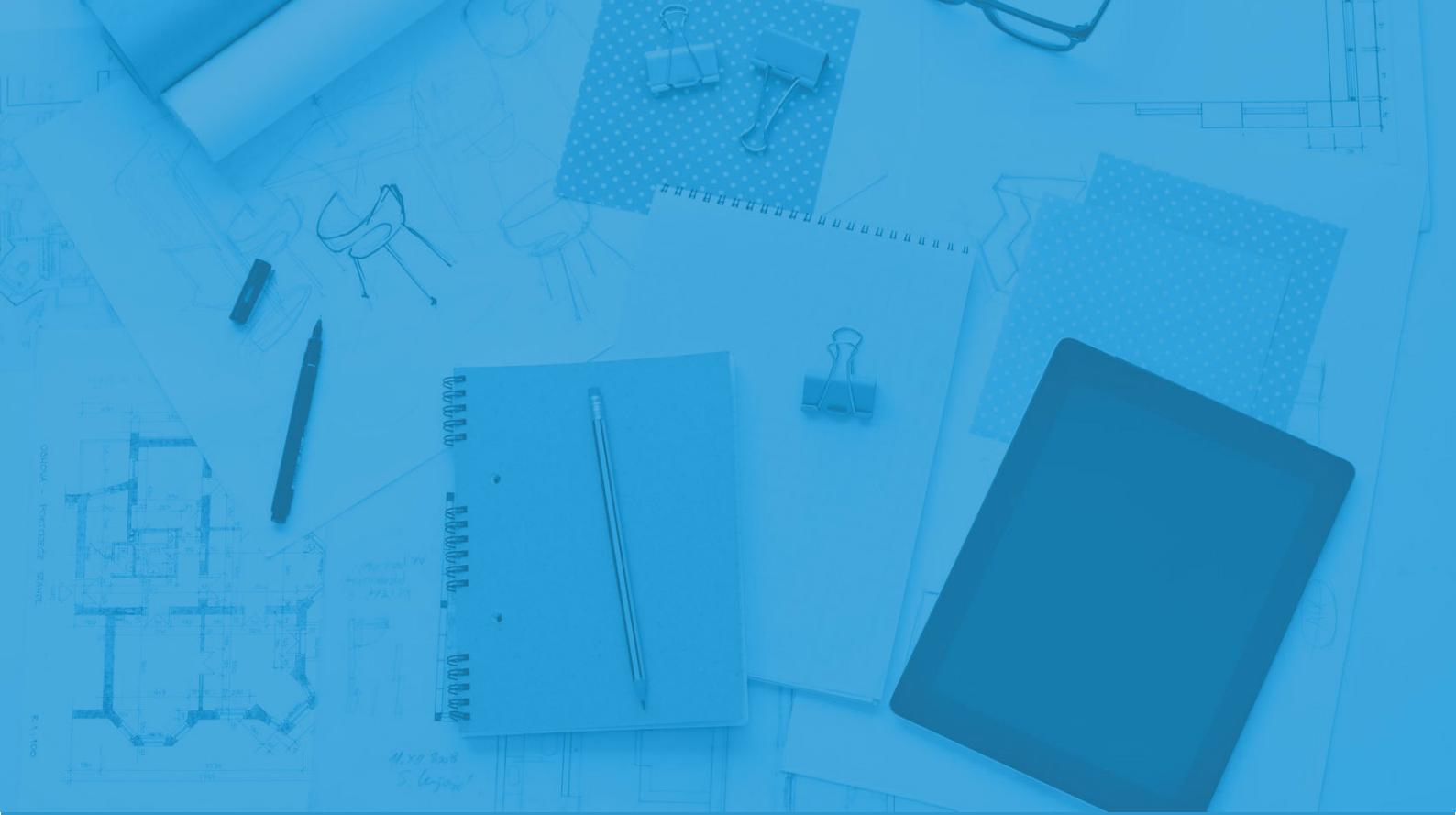
We are looking for an outstanding Web Developer to be responsible for the coding, innovative design and layout of our website. You will build our website from concept all the way to completion from the bottom up, fashioning everything from the home page to site layout and function.

## Responsibilities

- Write well designed, testable, efficient code by using best software development practices
- Create site layout/user interface by using standard HTML/CSS practices
- Integrate data from various back-end services and databases
- Gather and refine specifications and requirements based on technical needs
- Create and maintain software documentation
- Be responsible for maintaining, expanding, and scaling our site
- Stay plugged into emerging technologies/industry trends and apply them into operations and activities
- Cooperate with web designers to match visual design intent

## Requirements

- X+ years of proven experience in web programming
- Top-notch programming skills and in-depth knowledge of modern HTML/CSS
- Familiarity with at least one of the following programming languages: PHP, ASP.NET, Javascript or Ruby on Rails
- A solid understanding of how web applications work including security, session management, and best development practices
- Adequate knowledge of relational database systems, Object Oriented Programming and web application development
- Hands-on experience with network diagnostics, network analytics tools
- Basic knowledge of Search Engine Optimization process
- Aggressive problem diagnosis and creative problem solving skills
- Strong organizational skills to juggle multiple tasks within the constraints of timelines and budgets with business acumen
- Ability to work and thrive in a fast-paced environment, learn rapidly and master diverse web technologies and techniques.
- BS in computer science or a related field



## REAL ESTATE/ENGINEERING/CONSTRUCTION

### REAL ESTATE

Leasing agent

Property manager

Real estate agent

Real estate appraiser

### ENGINEERING/CONSTRUCTION

Architect

Civil engineer

Construction manager

Environmental engineer

Interior designer

Mechanical engineer

Process engineer

Project engineer

QA engineer

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# REAL ESTATE

# LEASING AGENT JOB DESCRIPTION

This leasing agent job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for capable Leasing Agent to present and lease properties to prospective lessors. The goal is scout potential clients, turn them into actual ones and achieve high occupancy rates.

## Responsibilities

- Present properties and provided amenities in a positive light to prospective tenants
- Act as a landlord for property owners and help them navigate the property market
- Advertise available properties using a variety of media and promoting materials
- Determine the needs, living standards and economic viability of prospect customers
- Confirm rental application data and personal references
- Stay knowledgeable of the property market status
- Provide information on all aspects of properties (expansion, zoning, crime etc)
- Negotiate leasing terms and conditions and close deals
- Ensure proper maintenance and inspect properties periodically

## Requirements

- X+ years of experience as leasing agent
- Working knowledge of real estate law and leasing practices
- Proven track of successful sales record
- Up to date with property market status
- MS Office familiarity
- Excellent communication and negotiation skills
- Persuasive with marketing and sales skills
- Customer service orientation
- BS degree in real estate or similar

# PROPERTY MANAGER JOB DESCRIPTION

This property manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a prudent property manager to be responsible for the direct management oversight of assigned commercial/residential properties. The goal is to maximise asset value, customer satisfaction and revenue.

## Responsibilities

- Manage all aspects of assigned properties
- Design business plans for assigned properties that suit customers' needs
- Inspect and arrange maintenance to meet standards
- Maintain a positive, productive relationship with tenants
- Negotiate lease/contracts with contractors in a timely and reliable manner
- Advertise and market vacant spaces to attract tenants
- Collect receivable accounts and handle operating expenses
- Develop and manage annual budgets by forecasting requirements and analyzing variances, data and trends
- Oversee properties' personnel and assess its performance
- Accomplish financial goals and report periodically on financial performance
- Source and build relationships with prospective clients to expand business opportunities
- Update job and market knowledge

## Requirements

- X+ years experience as property manager
- Fully understanding property management and its financial aspects
- In depth knowledge of all rules and regulations surrounding property management
- Competency in MS Office and relevant databases and softwares
- Customer focus and bottom line orientation
- Interpersonal savvy with strong communication and presentation skills
- Well organised with excellent time management skills
- Valid real estate agent/broker licence
- BS degree in related field

# REAL ESTATE AGENT JOB DESCRIPTION

This real estate agent job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Real Estate agent to act as an intermediary between sellers and buyers. You will market real estate on behalf of clients and provide guidance to buyers/ sellers to facilitate the purchase/selling process.

## Responsibilities

- Provide guidance and assist sellers/buyers in marketing/purchasing property for the right price under the best terms
- Determine clients' needs and financials abilities in order to propose solutions that suit them
- Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters to their benefit and ensure a fair and honest dealing
- Perform comparative market analysis to estimate properties' value
- Display and market real property to possible buyers
- Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)
- Manage property auctions or exchanges
- Maintain and update listings of available properties
- Cooperate with appraisers, escrow companies, lenders and home inspectors
- Develop networks and cooperate with attorneys, mortgage lenders and contractors
- Promote sales through advertisements, open houses and listing services
- Remain knowledgeable about real estate markets and best practices

## Requirements

- X+ years of experience as a real estate agent
- Proven track of successful sales record
- Ability to work independently combined with excellent interpersonal skills
- Strong sales, negotiation and communication skills
- Pleasant and trustworthy
- MS Office familiarity
- Real estate agent's or broker's licence

# REAL ESTATE APPRAISER JOB DESCRIPTION

This real estate appraiser job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a diligent real estate appraiser to produce credible and viable results for clients and other intended users. You will be responsible for aggregating, analysing, interpreting and reporting on appraisal data.

## Responsibilities

- Conduct formal appraisals of real property or land before it is sold, mortgaged, taxed, insured, or developed
- Evaluate properties to establish market values and property ratings using internal and external sources
- Make on site visits, inspect property and interview clients
- Examine all variables that impact property's present or future value (comparable home sales, previous sales records, future developments etc)
- Prepare reports that fully explain assessment results and outline methods used
- Document procedure and backup data
- Keep abreast with all current regulations, standards and best practices

## Requirements

- X+ years experience as a real estate appraiser
- Advanced knowledge of MS Office and ARGUS, CoStar, LoopNet or other relevant software
- Familiarity with all current industry's regulations, rules and standards
- Strong analytical and research skills
- Excellent writing and communication skills
- Licensed or certified appraiser
- BS degree in relevant field

# ENGINEERING/CONSTRUCTION

# ARCHITECT JOB DESCRIPTION

This architect job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a right-brained Architect to perform all phases of architectural work including planning, designing and overseeing the construction. You will be involved in new building designs, extensions, alterations, restorations and conservations from the earliest stages right through to completion. The goal is to match client's needs and to produce sustainable, functional and aesthetically pleasing designs.

## Responsibilities

- Control project from start to finish to ensure high quality, innovative and functional design
- Take the “brief” to identify clients’ needs and put together feasibility reports and design proposals
- Develop ideas keeping in mind client’s needs, building’s usage and environmental impact
- Produce detailed blueprints and make any necessary corrections
- Compile project specifications
- Keep within budgets and timelines
- Ensure that all works are carried out to specific standards, building codes, guidelines and regulations
- Make on site visits to check on project status and report on project
- Cooperate and liaise with construction professionals
- Follow architectural trends and advancements

## Requirements

- X+ years of experience as an architect
- Strong portfolio to prove artistic skills
- Expert knowledge of building products, construction details and relevant rules, regulations and quality standards
- Excellent drawing skills and familiarity with design software (Adobe Photoshop, SketchUp, 3d Studio VIZ or similar)
- Strong imagination and the ability to think and create in three dimensions
- Visual awareness and an eye for detail
- Communication and project management skills
- BS degree in Architecture

# CIVIL ENGINEER JOB DESCRIPTION

This civil engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an innovative civil engineer to design, develop and construct a huge range of projects of the physically and naturally built environment from conception through to completion. You will have a say in how the world looks like, work in a fast growing dynamic industry, contribute towards healthy economies and make a lasting positive impact to society.

## Responsibilities

- Manage, design, develop, create and maintain small-scale through to large-scale construction projects in a safe, timely and sustainable manner
- Conduct on site investigations and analyze data (maps, reports, tests, drawings and other)
- Carry out technical and feasibility studies and draw up blueprints that satisfy technical specifications
- Assess potential risks, materials and costs
- Provide advice and resolve creatively any emerging problems/deficiencies
- Oversee and mentor staff and liaise with a variety of stakeholders
- Handle over the resulting structures and services for use
- Monitor progress and compile reports in project status
- Manage budget and purchase equipment/materials
- Comply with guidelines and regulations including permits, safety etc and deliver technical files and other technical documentation as required

## Requirements

- X+ years experience in civil engineering
- Excellent knowledge of design and visualisations software such as AutoCAD,Civil 3D or similar
- Proficiency in site layout, grading, utility design, erosion control, regulatory approvals etc
- Project management and supervision skills
- Strong communication and interpersonal skills
- Licence of professional engineer
- BS/MA in Civil Engineering

# CONSTRUCTION MANAGER JOB DESCRIPTION

This construction manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a reliable Construction Manager to plan construction projects and oversee their progress along the way in a timely and cost-effective manner. You will be responsible for budgeting, organisation, implementation and scheduling of the projects.

## Responsibilities

- Oversee and direct construction projects from conception to completion
- Review the project in-depth to schedule deliverables and estimate costs
- Oversee all onsite and offsite constructions to monitor compliance with building and safety regulations
- Coordinate and direct construction workers and subcontractors
- Select tools, materials and equipment and track inventory
- Meet contractual conditions of performance
- Review the work progress on daily basis
- Prepare internal and external reports pertaining to job status
- Plan ahead to prevent problems and resolve any emerging ones
- Negotiate terms of agreements, draft contracts and obtain permits and licences
- Analyse, manage and mitigate risks
- Ensure quality construction standards and the use of proper construction techniques

## Requirements

- X+ years of experience in construction management
- Advanced knowledge of construction management processes, means and methods
- Expert knowledge of building products, construction details and relevant rules, regulations and quality standards
- Understanding of all facets of the construction process
- Familiarity with construction management software packages
- Ability to plan and see the “big picture”
- Competent in conflict and crisis management
- Leadership and human resources management skills
- Excellent time and project management skills
- BS degree in construction management, architecture, engineering or related field

# ENVIRONMENTAL ENGINEER JOB DESCRIPTION

This environmental engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a guru environmental engineer to use the principles of engineering, soil science, biology, and chemistry to develop technically sound solutions to environmental problems. You will be involved in efforts to grow compliance with environmental public policy, optimize the utilization of resources and improve the quality of surrounding environment.

## Responsibilities

- Provide system and component design that reduce negative impact on environment
- Serve as a technical advisor on environmental policies and standards to ensure regulatory applicability
- Conduct research and technical audits on environmental impact of project, analyze data and perform quality control checks
- Develop resources management schemes
- Provide systems technical evaluation
- Integrate latest technologies into systems
- Address problems and develop environmental solutions to prevent damage
- Collaborate with scientists, planners and experts
- Monitor progress and provide recommendations reports
- Document and maintain plans, requirement, protocols, permits and standard operating procedures
- Achieve quality, sales, revenue and profitability goals

## Requirements

- X+ years of experience as an environmental engineer
- Hands on experience with analytical, mechanical and compliance software (e.g. SAS, Autocad etc)
- Ability to think on large and small scale
- Familiarity with quality assurance, documentation, environmental rules, regulations and best practices
- Project and personnel management skills
- Current professional engineer licence
- Advanced MS Office skills

# INTERIOR DESIGNER JOB DESCRIPTION

This interior designer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an artful interior designer to undertake a variety of space designing projects. You will deal with design from conceptual development and liaising with the stakeholders to managing and executing the design.

The goal is to design practical spaces but yet visually pleasing.

## Responsibilities

- Undertake design project from concept to completion
- Define project requirements and schedule during the “brief”
- Interpret and translate customer needs into rough plans
- Set costs and project fees according to budget
- Research and decide on materials and products sourcing
- Produce “sample” and “mood products”
- Supervise work progress
- Work closely with designers, decorators, architects and constructors
- Research and follow industry changes, evolutions and best practises

## Requirements

- X+ years of experience in decorating interior spaces (consultations, renovations, space planning and new constructions)
- Expertise in layout, color, lighting, materials selection, custom furniture and all installations.
- Proficient in AutoCAD, SketchUp, 3D Max, Illustrator or other design programs
- Excellent portfolio of previous works
- Creative talent, imagination and eye for design
- Communication and presentation skills
- Project management skills
- BS degree in Interior Design or similar

# MECHANICAL ENGINEER JOB DESCRIPTION

This mechanical engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a creative Mechanical Engineer to work on all product stages from research and development to design and manufacture, through to installation and final commissioning. The goal is to design and fabricate mechanical components of innovation and excellence.

## Responsibilities

- Perform a full lifecycle product development (design, develop, test prototypes, manufacture and implement)
- Design systems and components that meet needs and requirements
- Produce outline designs
- Conduct experiments methodically, analyse data and interpret results
- Test and evaluate theoretical designs
- Identify, formulate and produce effective solutions to emerging problems
- Evaluate final product's overall performance, reliability and safety
- Alter and modify design to meet requirements and to eliminate malfunctions
- Estimate budget and scope of project
- Solicit observations from operators
- Prepare product reports and documentation
- Engage in lifelong learning and develop new theories or methods

## Requirements

- X+ years of experience in mechanical engineering
- BSc degree in Engineering
- Working experience with product lifecycle management (PLM), finite element analysis (FEA) and computational fluid dynamics (CFD)
- Hands-on experience with computer-aided engineering (CAM) and computer-aided manufacturing (CAE)
- Familiarity with 2D or 3D engineering design and manufacturing tools (e.g., AutoCAD, ProE or other)
- Adequate knowledge of engineering analysis tools (ANSYS, ProMechanica or similar)
- Mathematical computing and analysis tools knowledge (Matlab, Excel, LabView etc)
- Solid understanding of core concepts including mechanics, kinematics, thermodynamics,

materials science etc.

- Creativity and analytical skills
- Ability to communicate technical knowledge in a clear and understandable manner
- Technical writing skills

# PROCESS ENGINEER JOB DESCRIPTION

This process engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Process Engineer to be responsible for the process design, operation and implementation. The successful candidate will be able to improve industrial processes in order to maintain efficiency, reduce cost, improve sustainability and maximise profitability.

## Responsibilities

- Develop, configure and optimise industrial processes from inception through to start up and certification
- Assess processes, take measurements and interpret data
- Design, run, test and upgrade systems and processes
- Develop best practices, routines and innovative solutions to improve production rates and quality of output
- Perform process simulations
- Manage cost and time constraints
- Perform risk assessments
- Provide process documentation and operating instructions

## Requirements

- X+ years of experience in process engineering
- Excellent technical skills
- Knowledge of process related standards
- Experience in process simulations
- Working knowledge of process engineering software packages
- CAD or AutoCad skills
- Familiarity with health and safety regulations
- Analytical thinker with interpersonal skills
- BS degree in Engineering

# PROJECT ENGINEER JOB DESCRIPTION

This project engineer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an accountable project engineer to be responsible for all engineering and technical disciplines that projects involve. You will schedule, plan, forecast, resource and manage all the technical activities aiming at assuring project accuracy and quality from conception to completion.

## Responsibilities

- Prepare, schedule, coordinate and monitor the assigned engineering projects
- Monitor compliance to applicable codes, practices, QA/QC policies, performance standards and specifications
- Interact daily with the clients to interpret their needs and requirements and represent them in the field
- Perform overall quality control of the work (budget, schedule, plans, personnel's performance) and report regularly on project status
- Assign responsibilities and mentor project team
- Cooperate and communicate effectively with the project manager and the other project participants to provide assistance and technical support
- Review engineering deliverables and initiate appropriate corrective actions

## Requirements

- X+ years of experience as a project engineer
- Excellent knowledge of design and visualisations software such as AutoCAD
- Advanced MS Office skills
- Familiarity with rules, regulations, best practices and performance standards
- Ability to work with multiple discipline projects
- Project management and supervision skills
- Decision making ability and leadership skills
- Current engineer licence
- Time management and organisation skills
- BS degree in Engineering or relevant field

# QA ENGINEER JOB DESCRIPTION

This QA engineer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a Quality Assurance Engineer to develop and execute exploratory tests as well as automated tests in order to ensure product quality.

As a QA Engineer you will estimate, plan, and coordinate testing activities. You will also ensure that quality issues and defects are appropriately identified, documented, tracked, and resolved in our defect tracking system.

## Responsibilities

- Review requirements specifications and technical design documents to provide timely and meaningful feedback
- Create detailed, comprehensive and well-structured test plans and test cases
- Estimate, prioritize, plan, and coordinate testing activities
- Design, develop and execute automation scripts using open source tools
- Identify, record, document thoroughly and track bugs
- Perform thorough regression testing when bugs are resolved

## Requirements

- BS/MS degree in Computer Science, Engineering or a related subject
- X+ years of experience in software development
- X+ years of experience in software quality assurance
- Strong knowledge of software QA methodologies, tools, and processes
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Hands-on experience with automated testing tools
- Solid knowledge of SQL and scripting
- Experience working in an Agile/Scrum development process
- Experience with performance and/or security testing is a plus



## HEALTHCARE/PHARMA

Case manager	Pharmaceutical sales representative
Home health aide	Physical therapist assistant
Lab assistant	Physical therapist
Medical assistant	Social worker
Nurse	Spa therapist
Occupational therapist	

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# CASE MANAGER JOB DESCRIPTION

This case manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a Case Manager to enhance the quality of patient management, maximise satisfaction and promote cost effectiveness. The successful candidate will be accountable for the full patient care cycle and is expected to assess, plan, implement, monitor and evaluate actions required to meet the client's health and human services needed.

## Responsibilities

- Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered
- Handle case assignments, draft service plans, review case progress and determine case closure
- Help clients achieve wellness and autonomy
- Facilitate multiple care aspects (case coordination, information sharing, etc)
- Help patients make informed decisions by acting as their advocate regarding their clinical status and treatment options
- Develop effective working relations and cooperate with medical team throughout the entire case management process
- Arrange abeyances with social services, health and governmental agencies
- Take the extra mile and interact with patients to keep track of their progress and to ensure satisfaction
- Record cases information, complete accurately all necessary forms and produce statistical reports
- Promote quality and cost-effective interventions and outcomes
- Assess and address motivational and psychosocial issues
- Adhere to professional standards as outlined by protocols, rules and regulations

## Requirements

- X+ years of experience in case management
- Proven knowledge of case management principles, healthcare management and reimbursement
- Previous experience with psychological aspects of care
- Effective communication skills

- Excellent organisational and time management skills
- Familiarity with professional and technical emerging knowledge
- Problem solving skills and ability to multi-task
- Compassionate with teamwork skills
- Current license, certification or registration
- BS degree in related healthcare field

# HOME HEALTH AIDE JOB DESCRIPTION

This home health aide job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a compassionate Home Health Aide to provide assistance in daily living and personal care services in patients homes in accordance with an established care plan.

## Responsibilities

- Provide health care services in patients residences
- Perform domestic and household tasks
- Transport and accompany patients to doctors office or to hospital
- Administer simple prescribed medications
- Assist with clients personal care activities
- Monitor patients (vital signs, temperature, respiration, etc) and report on their condition
- Maintain patients care records and document provided services
- Assist patients with mobility and physical therapies/exercises
- Instruct and counsel patients and families on diet and exercise
- Collect routine specimens
- Provide companionship and basic emotional or psychological support

## Requirements

- X+ years of experience as home health aide
- Ability to monitor vital signs and to collect specimens
- Familiarity with basic nutrition and personal hygiene standards
- Proficiency in English
- Nursing and health care administration skills
- Caring and compassionate personality
- Current CPR certificate
- First Aid training
- Valid driver's licence
- High school degree

# LAB ASSISTANT JOB DESCRIPTION

This lab assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a responsible lab assistant to carry out sampling, testing, measuring, recording and analysing in cooperation with the rest of the lab team. The successful candidate will have experience in a laboratory environment and accuracy in order to extract reliable and valid results.

## Responsibilities

- Perform laboratory tests including pre- and post-analytic phases
- Prepare samples/specimens
- Produce accurate and reliable data and interpret results
- Follow methodologies in carrying routine tasks
- Research relevant topics and gather information/data
- Adhere to correct procedures, policies and health/safety guidelines
- Keep abreast of all industry developments and best practices
- Document all activities, record results and insert/retrieve data
- Maintain work area and equipment
- Provide administrative assistance

## Requirements

- X+ years of experience as a lab assistant
- Familiarity with automated laboratory equipment
- Computer literacy and experience with Laboratory Information Systems
- Accuracy and close attention to detail
- Strong analytical judgement
- Current licence or relevant certification
- BS degree in Medical Technology, Biology or related field

# MEDICAL ASSISTANT JOB DESCRIPTION

This medical assistant job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

As a Medical Assistant you will be responsible for providing administrative support to ensure efficient operation of the medical office/hospital. You will support doctors and patients through a variety of tasks related to patient care management, organization and communication. The target is to complete all activities accurately, with high quality and in a timely manner.

## Responsibilities

- Interview patients and document basic medical history
- Organize and schedule appointments
- Update and file medical records and insurance reports
- Arrange hospital admissions and laboratory services
- Check with patients and type up patients charts
- Assist during medical examinations
- Produce and distribute correspondence memos, letters, faxes and forms
- Handle receivable and payable accounts and keep financial records
- Prepare and clean treatment rooms and medical instruments

## Requirements

- X+ years of experience as a medical assistant
- Knowledge of medical office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Social perceptiveness and service oriented
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office and patient management software
- Degree in medical assistance

# NURSE JOB DESCRIPTION

This nurse job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a qualified registered nurse to promote and restore patients' health. You will work with a variety of patients and you will provide direct nursing care along with physical or psychological support when required.

## Responsibilities

- Identify patients' care requirements, focus on their needs and act on them
- Nurture a compassionate environment by providing psychological support
- Resolve or report on patients' needs or problems
- Prepare patients for examinations and perform routine diagnostic checks (monitor pulse, blood pressure and temperature, provide drugs and injections etc)
- Monitor and record patient's condition and document provided care services
- Treat medical emergencies
- Administer workloads
- Follow care regulations and standards
- Work within and cooperate with a multidisciplinary team

## Requirements

- X+ years of nursing experience
- Familiarity with professional and technical emerging knowledge
- Problem solving skills and ability to multi-task
- Compassionate with good communication skills
- Excellent teamwork skills
- BS or diploma in nursing

# OCCUPATIONAL THERAPIST JOB DESCRIPTION

This occupational therapist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a committed and patient-focused Occupational Therapist to develop, recover or maintain the daily living and work skills of people with physical, mental or developmental conditions.

You will offer effective and client-centered services that will enable people to confidently and independently carry out everyday tasks or activities. The successful candidate will have an holistic perspective and will be able to adapt the environment to fit the person.

## Responsibilities

- Address client's aspects of performance to support engagement in occupations that affect health, well-being and life quality
- Select and adapt the appropriate per case occupational therapy treatment model, method and approach to direct the process of interventions
- Apply interventions to maximise safety and performance in activities of daily living (ADL) and instrumental activities of daily living (IADL)
- Teach clients new ways of approaching tasks and educate them on how to break down activities into achievable components
- Assess client's home and other environments and advice on alterations consistent with their needs and capabilities
- Recommend adaptive equipment and train in its use
- Guide and educate family members and caregivers
- Observe, note, and report on progress of long and short term treatment goals
- Collect data and document processes followed
- Regularly follow-up client

## Requirements

- X+ years of experience as occupational therapist
- Excellent knowledge of principles and practices of occupational therapy
- Hands-on experience with computer programs and creative media
- Familiarity with ADLs evaluation tools ( e.g. Katz ADL scale, Lawton IADL scale)
- Ability to manage patients with different types of personalities
- Current knowledge of treatment practices per discipline and drive to continually learn and

grow in the profession

- Professional behaviour
- Excellent interpersonal communication skills
- Valid licence to practice occupational therapy
- BS degree or greater in occupational therapy

# PHARMACEUTICAL SALES REPRESENTATIVE JOB DESCRIPTION

This pharmaceutical sales representative job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a competitive pharmaceutical sales representative who can thrive in a fast-paced business environment. You will act as the key link between our company and healthcare professionals and you will aim at meeting sales targets.

The goal is to increase the visibility and awareness of our company's pharmaceutical and medical products and maximize sales growth.

## Responsibilities

- Assess clients needs and present suitable promoted products
- Liaise with and persuade targeted doctors to prescribe our products utilizing effective selling skills and performing cost-benefit analysis
- Provide product information and deliver product samples
- Attend sales meetings, conference calls, training sessions and symposium circuits
- Work with sales team to develop strategies and implement brand strategies to ensure a consistent marketing message
- Build positive trust relationships to influence targeted group in the decision making process
- Monitor and analyze data and market conditions to identify competitive advantage
- Keep accurate records and documentation for reporting and feedback
- Pursue continuous learning and professional development and stay up-to-date with latest medical data

## Requirements

- X+ years of pharmaceutical sales experience
- Familiarity with databases, statistics, product lines and latest medical issues
- Knowledge of MS Office
- Excellent communication, negotiation and selling skills
- Highly motivated and target driven with a proven track record in sales
- Strong organisational and time management skills
- BS degree in relevant field

# PHYSICAL THERAPIST ASSISTANT JOB DESCRIPTION

This physical therapist assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an educated and licensed Physical Therapist Assistant to help patients improve their mobility and move forward. You will work closely and under the direction of the physical therapist, treating patients with medical problems or other conditions that limit their ability to move or perform functional activities.

## Responsibilities

- Implement selected components of care and interventions in a technically competent manner
- Instruct and counsel patients effectively in exercises
- Identify patient's needs and exhibit compassion, caring, and empathy to individual differences
- Recommend options, courses of action or modifications in selected treatments ensuring patient's progress, safety and comfort
- Apply the latest research related to restoring function, reducing symptoms frequency, and preventing injury
- Complete documentation to support the delivery of physical therapy services
- Perform selected data collection and obtain accurate information
- Measure performance and report on patient's medical record
- Participate in patient status judgments
- Adhere to ethical and legal standards
- Ensure continued competence and updated field knowledge

## Requirements

- X+ years of experience as physical therapist assistant
- Excellent knowledge of physiology best practices and standards
- Hands on experience with therapeutic exercises, functional training and physical modalities
- Ability to communicate and instruct effectively
- Health care administration and documentation skills
- Licence to practice or relevant certification
- Associate or BS degree in PTA

# PHYSICAL THERAPIST JOB DESCRIPTION

This physical therapist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a committed Physical Therapist to act as the patient's partner throughout the journey of restoring motion and ensuring that the client will function at his personal best. You will maximise the quality of life and movement potential within the spheres of promotion, prevention, diagnosis, treatment or intervention, and rehabilitation.

## Responsibilities

- Identify and meet patients' goals and needs
- Offer cost-effective treatments that help improve clients' motion and mobility
- Reduce the need for medications and provide alternatives to surgery
- Develop care plans using a variety of treatment techniques
- Create fitness- and wellness-oriented programs tailored to patients' specific needs
- Provide quality, personalised and evidence-based care and proven interventions
- Motivate patients during treatment in order to help them function optimally
- Promote clients' healthy lifestyle by improving strength, flexibility, balance, and coordination
- Consult and practice with other health professionals
- Evaluate effects and monitor and communicate progress
- Document patient care services

## Requirements

- X+ years of experience as physical therapist
- Intensive education and clinical expertise
- Ability to manage patients with different types of personalities
- Current knowledge of treatment practices
- Drive to continually learn and grow
- Professional behaviour
- Excellent interpersonal communication skills
- Valid licence to practice physical therapy
- Graduate degree or greater in physical therapy

# SOCIAL WORKER JOB DESCRIPTION

This social worker job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an emotionally intelligent social worker to act as advocate and help people foster their capacities and coping mechanisms in order to improve and better their daily lives and experiences, within specified standards and timescales.

## Responsibilities

- Plan, coordinate, manage and implement support packages to help clients deal with difficulties and overcome dependencies
- Interview service users and assess their current condition, needs, strengths and weaknesses
- Address each case as a unit and set tailored measurable goals
- Monitor and evaluate clients' progress and modify treatment plans accordingly
- Offer information and counseling on the best course of action during sessions
- Maintain accurate records and report on clients' status
- Attend case conferences and provide evidence in court
- Act as a key-worker and cooperate with multidisciplinary teams
- Refer clients to community services to help them in recovery

## Requirements

- X+ years of experience as a social worker
- Working knowledge of social theories and practices
- Social perceptiveness and empathy
- Ability to build and maintain professional helping relationships
- Ability to relate and communicate with diverse population and groups
- Resilience along with ability to assess situations
- Willing to submit to background checks
- BS degree in social work, psychology or sociology

# SPA THERAPIST JOB DESCRIPTION

This spa therapist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a qualified spa therapist to provide professional and engaging wellness therapies and massage treatments to our clients. You will offer a full range of treatments to fulfill different client needs and objectives.

## Responsibilities

- Deliver a variety of spa services (body treatments, massages, facials, waxing, manicure/ pedicure) in a safe and comfortable manner
- Maintain equipment and sample inventory of products
- Keep documentation and maintain clients files
- Keep a clean and stocked room
- Acknowledge and respond to relevant customer queries, needs and expectations
- Suggest and promote retail products or additional services
- Uphold hygiene standards and follow health and safety regulations
- Cooperate with and report on administration on any arising issues
- Apply best practices and be up to date with market trends

## Requirements

- X+ years of relevant experience
- Hands on experience in massage techniques,manicures, pedicures, waxing and face/body therapies
- Experience in sales will be considered an asset
- Excellent knowledge of English language
- Communication and customer service skills
- Positive attitude
- User level computer skills
- Degree or current licence in aesthetics or physiotherapy



## HOSPITALITY/TRAVEL

Bartender	Line cook
Event planner/manager	Maid
Executive chef	Restaurant manager
Food and beverage manager	Travel agent
Guest relations manager	Waiter/waitress

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# BARTENDER JOB DESCRIPTION

This bartender job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an enthusiastic bartender to provide an excellent guest drinking experience. The successful candidate will be able to mix and match ingredients in order to create classic and innovative drinks in accordance with customers' needs and expectations.

## Responsibilities

- Prepare alcohol or non-alcohol beverages
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish of bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations

## Requirements

- X+ years of experience as a bartender
- Excellent knowledge of in mixing, garnishing and serving drinks
- Computer literacy
- Excellent English knowledge; second language will be considered a plus
- Positive attitude and excellent communication skills
- Ability to keep the bar organized, stocked and clean
- Relevant training certificate

# EVENT PLANNER/MANAGER JOB DESCRIPTION

This event planner job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a successful and enthusiastic event planner to produce events from conception through to completion. You will provide outstanding customer service and organize memorable events that meet quality expectations.

## Responsibilities

- Plan, design and produce events while managing all project delivery elements within time limits
- Liaise with clients to identify their needs and to ensure customer satisfaction
- Conduct market research, gather information and negotiate contracts prior to closing any deals
- Provide feedback and periodic reports to stakeholders
- Propose ideas to improve provided services and event quality
- Organise facilities and manage all event's details such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc
- Ensure compliance with insurance, legal, health and safety obligations
- Specify staff requirements and coordinate their activities
- Cooperate with marketing and PR to promote and publicize event
- Proactively handle any arising issues and troubleshoot any emerging problems on the event day
- Conduct pre- and post - event evaluations and report on outcomes
- Research market, identify event opportunities and generate interest

## Requirements

- X+ years of event management experience
- Impressive portfolio of previously managed events
- Excellent time management and communication skills
- Sales skills and ability to build productive business relationships
- Ability to manage multiple projects independently
- MS Office proficiency
- Willing to submit references from previous clients
- BS in Event Management or related field

# EXECUTIVE CHEF JOB DESCRIPTION

This executive chef job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a creative and proficient in all aspects of food preparation, executive chef. You will be “the chief” and maintain complete control of the kitchen.

## Responsibilities

- Plan and direct food preparation and culinary activities
- Modify menus or create new ones that meet quality standards
- Estimate food requirements and food/labor costs
- Supervise kitchen staff's activities
- Arrange for equipment purchases and repairs
- Recruit and manage kitchen staff
- Rectify arising problems or complaints
- Give prepared plates the “final touch”
- Perform administrative duties
- Comply with nutrition and sanitation regulations and safety standards
- Keep time and payroll records
- Maintain a positive and professional approach with coworkers and customers

## Requirements

- X+ years of experience as a head chef
- Excellent record of kitchen management
- Ability to spot and resolve problems efficiently
- Capable of delegating multiple tasks
- Communication and leadership skills
- Keep up with cooking trends and best practices
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS)
- BS degree in Culinary science or related certificate

# FOOD AND BEVERAGE MANAGER JOB DESCRIPTION

This food and beverage manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional food and beverage manager to be responsible for managing all F&B operations and for delivering an excellent guest experience. The successful candidate will be able to forecast, plan and manage all F&B orders, staff and finance. The goal is to maximize sales and revenue through customer satisfaction and employee engagement.

## Responsibilities

- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Identify customers needs and respond proactively to all clients concerns
- Lead F&B team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Comply with all health and safety regulations
- Report on management regarding sales results and productivity

## Requirements

- X+ years of food and beverage management experience
- Excellent record of kitchen management
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS)
- Adequate knowledge of English language
- Ability to spot and resolve problems efficiently
- Mastery in delegating multiple tasks
- Communication and leadership skills
- Up to date with food and beverages trends and best practices
- Ability to manage personnel and meet financial targets
- Guest oriented and service minded
- Culinary school diploma or degree in Food service management, BA, or related field

# GUEST RELATIONS MANAGER JOB DESCRIPTION

This guest relations manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an outgoing Guest Relations Manager to make clients feel at home and to guarantee their contentment. You will furnish clients with above-and-beyond service to ensure a memorable and genuine experience. The goal is to sponsor a helpful image by honoring guests' requests and to achieve high levels of guest satisfaction and engagement.

## Responsibilities

- Ensure and provide flawless, upscale, professional and high class guest service experiences
- Analyse customer feedback and provide strategic direction to continuously improve overall rating
- Respond to guests needs and anticipate their unstated ones
- Expect and react promptly to guests' requirements and inquiries
- Actively listen and resolve guests' complaints
- Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs etc)
- Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery
- Promote all amenities, conveniences and programs offered
- Direct, coach and manage guest relations team to ensure all standards and operating procedures are adhered to
- Appraise team's performance and produce reports
- Examine activities logbook, assign tasks appropriately and implement control schedule daily

## Requirements

- X+ years of experience as a guest relations manager
- X+ years of experience in hospitality
- Adequate knowledge of personalised services principles and processes
- Experience with needs assessment techniques, quality standards and satisfaction evaluation techniques
- Familiarity with industry's latest trends
- Hands on experience with guest relationship management software
- Proficiency in English, multilingualism will be considered an asset
- Guest service orientation and drive

- Excellent problem resolution skills along with outstanding communication and active listening skills
- Ability to work flexible hours
- Highly responsible and reliable with a professional presentation
- BS degree in hospitality management, business administration or related field

# LINE COOK JOB DESCRIPTION

This line cook job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Line Cook to prepare food to the exact chef's specifications and to set up stations for menu. The successful candidate will play a key role in contributing to our customer satisfaction and acquisition goals.

## Responsibilities

- Set up and stock stations with all necessary supplies
- Prepare food for service (e.g. chopping vegetables, butchering meat, or preparing sauces)
- Cook menu items in cooperation with the rest of the kitchen staff
- Answer, report and follow executive or sous chef's instructions
- Clean up station and take care of leftover food
- Stock inventory appropriately
- Ensure that food comes out simultaneously, in high quality and in a timely fashion
- Comply with nutrition and sanitation regulations and safety standards
- Maintain a positive and professional approach with coworkers and customers

## Requirements

- X+ years of cooking experience
- Excellent understanding of various cooking methods, ingredients, equipment and procedures
- Accuracy and speed in executing assigned tasks
- Familiar with industry's best practices
- Culinary school diploma

# MAID JOB DESCRIPTION

This maid job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a thorough Maid with excellent cleanliness standards to attend all areas of our facilities.

The goal is to enhance customer experience by keeping our facilities clean and orderly.

## Responsibilities

- Clean and tidy all areas to the standard cleanliness within time limits
- Deliver excellent customer service
- Create daily job lists and record all serviced rooms
- Maintain equipment in good condition
- Report on any shortages, damages or security issues
- Handle reasonable guests complaints/requests and inform others when required
- Check stocking levels of all consumables
- Comply with health and safety regulation and act in line with company policies and licensing laws

## Requirements

- X+ years of experience in relevant field
- Ability to work independently and remain motivated
- Helpful with customer service orientation
- Prioritization and time management skills
- Professionalism along with speed and attention to detail
- Knowledge of English language
- High school degree

# RESTAURANT MANAGER JOB DESCRIPTION

This restaurant manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a resourceful Restaurant Manager to be responsible for meeting all restaurant's revenue, profitability and quality goals. You will ensure efficient restaurant operation and maintain high production, productivity, quality, and customer-service standards.

## Responsibilities

- Coordinate the entire restaurant operation
- Deliver superior guest services and ensure absolute customer satisfaction
- Respond efficiently to customer complaints
- Enforce and offer the best quality of products possible
- Organise and supervise shifts
- Appraise personnel's performance and provide feedback to keep them upbeat and productive
- Estimate consumption, forecast requirements and maintain inventory
- Monitor compliance with sanitation and safety rules and regulations
- Control costs and minimize waste
- Successfully promote and publicise the brand
- Nurture a positive working environment and lead by example
- Monitor operations and initiate corrective actions

## Requirements

- X+ years of experience as restaurant manager
- Demonstrated experience in customer service management
- Extensive food and wide knowledge
- Proficiency in English
- Computer literacy and familiarity with restaurant management software
- Strong leadership, motivational and people skills
- Acute financial management skills
- Culinary school diploma or BS degree in Business Administration

# TRAVEL AGENT JOB DESCRIPTION

This travel agent job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a passionate about travel, Travel Agent. You will manage travel requirements made for business or holiday and you will provide tourism related services and package tours on behalf of our suppliers. The goal is to keep our clients satisfied and loyal for future services.

## Responsibilities

- Plan and sell transportations, accommodations, insurance and other travel services
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travellers
- Book transportation, make hotel reservations and collect payment/fees
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Attend travel seminars to remain updated with tourism trends
- Enter data into our software and maintain client files
- Network with tour operators
- Maintain statistical and financial records
- Meet profit and sales targets

## Requirements

- X+ years of experience as a travel agent
- Excellent knowledge of computer reservations systems, GDS systems and e-travel
- Fluency in English; multilingualism is a plus
- Strong sales skills and commercial awareness
- Ability to interact, communicate and negotiate effectively
- Sound knowledge of domestic and international travel trends
- Degree in Hospitality, Travel, Tourism, Business or relevant field
- Personal travel experience will be considered an advantage

# WAITER/WAITRESS JOB DESCRIPTION

This waiter/waitress job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled Waiter/Waitress to take orders and deliver food and beverages to our customers.

The goal is to provide an excellent overall guest experience.

## Responsibilities

- Provide excellent customer services that promote satisfaction
- Greet customers and present menu
- Make recommendations or share additional information upon request
- Take and serve food/drinks orders and up-sell any additional products
- Arrange table settings and maintain tables clean and tidy
- Check products for quality and correct any problems that keep them from enjoying their meal/drink
- Deliver checks and collect payments
- Cooperate with all serving and kitchen staff
- Follow all relevant health department rules/regulations and all customer service guidelines

## Requirements

- X+ years of customer serving experience
- Ability to develop constructive working and interpersonal relationships with colleagues and customers
- Problem solving and decision making skills
- Service orientation and excellent organisational skills
- Hands on experience with cash register and any ordering information system
- Active listening and effective communication competencies
- Good physical condition
- High school diploma; food safety training will be considered an asset



## LAW ENFORCEMENT/SECURITY/LOGISTICS/FACILITIES

### LAW ENFORCEMENT/SECURITY

Criminal investigator	Security guard/officer
Police officer	

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### LOGISTICS/FACILITIES

Delivery driver	Truck driver
Janitor	Warehouse associate
Logistics manager	Warehouse manager
Operations manager	Warehouse supervisor
Plant manager	Warehouse worker
Purchasing manager	

# LAW ENFORCEMENT/SECURITY

# CRIMINAL INVESTIGATOR JOB DESCRIPTION

This criminal investigator job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a thorough Criminal Investigator to study crime scenes and identify the guilt of a criminal. You will collect evidence, search, interview, interrogate and apply various investigation methods. The successful candidate will be able to employ modern scientific techniques in order to determine and illuminate the truth about how a crime occurred.

## Responsibilities

- Process crime scenes by performing scene recognition, scene documentation and evidence collection
- Operate within the applicable laws governing the investigations
- Initiate preliminary survey, generate initial theories and keep the ones that are not eliminated by incoming information
- Thoroughly document scenes and gather potential evidences (physical, specimens, documents, photographs, statements etc) to send to crime lab
- Examine and evaluate evidence for conflicting interpretations and resolve issues
- Draft detailed investigative reports and be prepared to present evidence to the prosecutor
- Find that nuance or piece of information that will be the crucial break
- Identify, apprehend and prosecute the perpetrators

## Requirements

- X+ years of experience as criminal investigator
- Proven experience with crime scenes analysis and forensic science
- Proficient in interpreting evidence and reconstructing events
- Ability to observe minute details and to produce detailed reports
- In depth knowledge of criminal law, rules and legislation
- Familiarity with all evidence types (e.g. circumstantial, direct, trace, hearsay etc) and the rules governing their admissibility
- Thorough understanding of the investigation process and the unique circumstances of each case
- Strong analytical skills along with good interviewing and interrogation skills
- Honest and ethical with high levels of integrity and confidentiality
- BS degree in forensic science, criminal law, criminology or relevant field

# POLICE OFFICER JOB DESCRIPTION

This police officer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a responsible Police Officer to maintain law and order, protect members of the public and their properties, prevent crime and improve citizens' quality of life. The goal is to achieve community safety and crime reduction.

## Responsibilities

- Deter crimes and assure community through high-visibility policing
- Patrol assigned areas and monitor activities to protect people/property
- Investigate crimes and apprehend suspected law violators
- Observe and respond to various situations or emergencies
- Follow rules, guidelines and protocols
- Conduct initial investigations
- Gather evidence and ensure successful prosecutions
- Produce internal reports and provide feedback on case status
- Deal with case paperwork and administrative procedures
- Foster good public relationships and liaise with community groups or individuals
- Coordinate operations with other emergency services
- Attend and provide evidence in court

## Requirements

- X+ years of experience in law enforcement
- Proficiency in using police equipment
- Excellent knowledge of standard operating procedures, judicial procedures, civil and constitutional laws
- Working knowledge of interrogation techniques and scene management
- Knowledge and skills of law enforcement principles and practices
- Adequate interpersonal and communication skills
- Ability to build effective working relationships
- Sound judgement along with effective decision making skills
- Conflict resolutions and problem solving skills
- Responsibility, dependability, honesty and integrity
- Willing to submit to extensive medical and criminal background checks
- Satisfactory English knowledge
- Valid driving licence
- High school degree; BS degree in police science or related field is desirable

# SECURITY GUARD/OFFICER JOB DESCRIPTION

This security guard job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional security guard to protect our premises, assets and personnel. You will maintain a high visibility presence and prevent all illegal or inappropriate actions. The goal is to detect, deter, observe and report.

## Responsibilities

- Protect company's property and staff by maintaining a safe and secure environment
- Observe for signs of crime or disorder and investigate disturbances
- Act lawfully in direct defense of life or property
- Apprehend criminals and evict violators
- Take accurate notes of unusual occurrences
- Report in detail any suspicious incidents
- Patrol randomly or regularly building and perimeter
- Monitor and control access at building entrances and vehicle gates
- Watch alarm systems or video cameras and operate detecting/emergency equipment
- Perform first aid or CPR

## Requirements

- X+ years of experience as a security guard or relevant experience
- Trained security officer with diploma
- Ability to operate detecting systems and emergency equipment
- Excellent knowledge of public safety and security procedures/protocols
- Surveillance skills and detail orientation
- Integrity and professionalism
- High school degree

## LOGISTICS/FACILITIES

# DELIVERY DRIVER JOB DESCRIPTION

This delivery driver job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a responsible delivery driver to distribute products promptly to our customers. You will represent our company in a professional and cost effective manner aiming at increasing profitability and customer satisfaction.

## Responsibilities

- Deliver a wide variety of items to different addresses and through different routes
- Follow route and time schedule
- Load, unload, prepare, inspect and operate delivery vehicle
- Ask for feedback on provided services and resolve clients' complaints
- Collect payments
- Inform on new products and services
- Complete logs and reports
- Follow DOT regulations and safety standards

## Requirements

- X+ years of experience as a delivery driver
- Valid professional driver's licence
- Ability to operate forklifts and tractors in a variety of weather and traffic conditions
- Excellent organisational and time management skills
- Good driving record with no traffic violations
- High school degree

# JANITOR JOB DESCRIPTION

This janitor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a janitor to take care of our building and carry out cleaning, maintenance and security duties.

The goal is to keep our building in a clean and orderly condition.

## Responsibilities

- Clean and supply designated building areas (dusting, sweeping, vacuuming, mopping, cleaning ceiling vents, restroom cleaning etc)
- Perform and document routine inspection and maintenance activities
- Carry out heavy cleansing tasks and special projects
- Notify management of occurring deficiencies or needs for repairs
- Make adjustments and minor repairs
- Stock and maintain supply rooms
- Cooperate with the rest of the staff
- Follow all health and safety regulations

## Requirements

- X+ years of experience as a janitor
- Ability to handle heavy equipment and machinery
- Knowledge of cleaning chemicals and supplies
- Familiarity with Material Safety Data Sheets
- Integrity and ability to work independently
- High school degree

# LOGISTICS MANAGER JOB DESCRIPTION

This logistics manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a reliable logistics manager to be responsible for the overall supply chain management. You will organize and monitor the storage and distribution of goods.

The goal is to manage the entire order cycle so as to enhance business development and ensure sustainability and customer satisfaction.

## Responsibilities

- Strategically plan and manage logistics, warehouse, transportation and vs
- Direct, optimize and coordinate full order cycle
- Liaise and negotiate with suppliers, manufacturers, retailers and consumers
- Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency
- Arrange warehouse, catalog goods, plan routes and process shipments
- Resolve any arising problems or complaints
- Supervise, coach and train warehouse workforce
- Meet cost, productivity, accuracy and timeliness targets
- Maintain metrics and analyze data to assess performance and implement improvements
- Comply with laws, regulations and ISO requirements

## Requirements

- X+ years of experience as a logistics manager
- Proven record of successful distribution and logistics management
- Demonstrable ability to lead and manage staff
- Proficient in standard logistics software
- Excellent analytical, problem solving and organizational skills
- Ability to work independently and handle multiple projects
- BS in Business Administration, Logistics or Supply Chain

# OPERATIONS MANAGER JOB DESCRIPTION

This operations manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Operations Manager to plan, direct and coordinate all organisation's operations. You will be responsible for improving performance, productivity, efficiency and profitability through the implementation of effective methods and strategies.

## Responsibilities

- Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements
- Chalk out or improve operational systems, processes and best practises that guarantee organisational well-being
- Purchase materials, plan inventory and ensure warehouse efficiency
- Contribute towards the achievement of company's strategic and operational objectives
- Examine financial data/statements and utilise them to improve profitability
- Perform quality controls and monitor production KPI's
- Recruit, train, supervise and appraise human resources
- Cater to clients' or personnel's concerns

## Requirements

- X+ years of experience as operations manager
- Adequate knowledge of organisational effectiveness and operations management
- Budget development and oversight experience
- Familiarity with business and financial principles and practices
- Working knowledge of budgets, forecasting and metrics
- Basic IT skills (databases, MS Office etc)
- Ability to effectively communicate with all levels of the organization
- Leadership and organisational skills
- BS degree in operations management or related field

# PLANT MANAGER JOB DESCRIPTION

This plant manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a Plant Manager to drive continuous improvement and optimisation of all processes. You will oversee all daily operations of the plant from production and manufacturing to ensuring policies and procedures are followed. The successful candidate will have the key skills to develop processes that will maximize stewardship, safety, quality and productivity.

## Responsibilities

- Plan, organise, direct and run optimum day-to-day operations to exceed our customers' expectations
- Increase production, assets capacity and flexibility while minimising unnecessary costs and maintaining current quality standards
- Be responsible for production output, product quality and on-time shipping
- Allocate resources effectively and fully utilise assets to produce optimal results
- Implement strategies in alignment with strategic initiatives and provide a clear sense of direction and focus
- Monitor operations and trigger corrective actions
- Share a trusting relationship with workgroup and recruit, manage and develop plant staff
- Collect and analyse data to find places of waste or overtime
- Commit to plant safety procedures
- Develop systems and processes that track and optimise productivity and standards, metrics and performance targets to ensure effective return on assets
- Address employees' issues or grievances and administer collective bargaining agreements
- Stay up to date with latest production management best practices and concepts

## Requirements

- X+ years of experience as a plant manager
- X+ years of managerial experience
- Proven knowledge of business and management principles (budgeting, strategic planning, resource allocation, human resources)
- Familiarity with industry standard equipment and technical expertise
- Be knowledgeable of safety, quality, productivity, demand creation, inventory and stewardship processes

- Computer literacy
- Ability to create accountability and to lead by example
- Influence and learn from below
- Strong team building, decision-making and people management skills
- BS degree in Business Management or related field

# PURCHASING MANAGER JOB DESCRIPTION

This purchasing manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

As a Purchasing Manager you will be responsible for sourcing equipment, goods and services and managing vendors. The successful candidate will be able to perform strategic procurement activities across multiple categories of spend, search for better deals and find more profitable suppliers.

## Responsibilities

- Develop, lead and execute purchasing strategies
- Track and report key functional metrics to reduce expenses and improve effectiveness
- Craft negotiation strategies and close deals with optimal terms
- Partner with stakeholders to ensure clear requirements documentation
- Forecast price and market trends to identify changes of balance in buyer-supplier power
- Perform cost and scenario analysis, and benchmarking
- Assess, manage and mitigate risks
- Seek and partner with reliable vendors and suppliers
- Determine quantity and timing of deliveries
- Monitor and forecast upcoming levels of demand

## Requirements

- X+ years of experience as purchasing manager
- Familiarity with sourcing and vendor management
- Interest in market dynamics along with business sense
- A knack for negotiation and networking
- Working experience of vendor management software
- Ability to gather and analyse data and to work with figures
- Solid judgement with ability to make good decisions
- Strong leadership capabilities
- Multilingual ability
- BS degree in supply chain management, logistics or business administration

# TRUCK DRIVER JOB DESCRIPTION

This truck driver job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced truck driver to serve our supply chain logistics department in a safe and timely manner.

## Responsibilities

- Transport finished goods and raw materials over land to and from manufacturing plants or retail and distribution centers
- Inspect vehicles for mechanical items and safety issues and perform preventative maintenance
- Plan routes and meet delivery schedules
- Document and log work/rest periods and kilometres spent driving and retain fuel/toll receipts
- Input “macros” into our automated system for each stage of the loading and unloading process
- Comply with truck driving rules and regulations (size, weight, route designations, parking, break periods etc) as well as with company policies and procedures
- Maneuver trucks into loading or unloading positions
- Collect and verify delivery instructions
- Report defects, accidents or violations

## Requirements

- X+ years of experience as a truck driver
- Hands on experience with electronic equipment and software (gps, AVL units, CB etc)
- Ability to drive long hours and travel regularly
- Extensive knowledge of applicable truck driving rules and regulations
- No recent moving or driving violations
- Adaptability and foresight to handle unexpected situations (traffic, weather conditions etc)
- Willing to submit to background/drug checks and provide employment recommendations
- Trucking school diploma
- Valid truck driving licence

# WAREHOUSE ASSOCIATE JOB DESCRIPTION

This warehouse associate job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a capable Warehouse Associate to support our company's warehouse operations. You will receive, input, sort, load and unload products and you will perform various warehouse activities.

## Responsibilities

- Process, package and ship orders accurately
- Organise stocks and maintain inventory
- Inspect products for defects and damages
- Examine ingoing and outgoing shipments
- Organise warehouse space
- Receive, unload and place incoming inventory items appropriately
- Check, verify and fill customer invoices
- Abide by all company safety and hygiene regulations
- Contribute ideas on ways to improve or optimise warehousing procedures
- Keep warehouse clean and organised daily

## Requirements

- X+ years of warehouse experience
- Ability to operate forklift, hand truck, pallet jack and other warehouse equipment
- Adequate knowledge of warehouse data system
- Team player with organisational skills
- Ability to lift or move heavy products
- High school diploma

# WAREHOUSE MANAGER JOB DESCRIPTION

This warehouse manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an effective Warehouse Manager to direct receiving, warehousing and distribution operations. You will oversee the efficient receipt, storage, value-adding servicing and dispatch of a wide variety of products. The goal is to ensure productivity targets are achieved and that all warehouse processes are running smoothly and promptly.

## Responsibilities

- Strategically manage warehouse in compliance with company's policies and vision
- Oversee receiving, warehousing, distribution and maintenance operations
- Setup layout and ensure efficient space utilisation
- Initiate, coordinate and enforce optimal operational policies and procedures
- Adhere to all warehousing, handling and shipping legislation requirements
- Maintain standards of health and safety, hygiene and security
- Manage stock control and reconcile with data storage system
- Prepare annual budget
- Liaise with clients, suppliers and transport companies
- Plan work rotas, assign tasks appropriately and appraise results
- Recruit, select, orient, coach and motivate employees
- Produce reports and statistics regularly (IN/OUT status report, dead stock report etc)
- Receive feedback and monitor the quality of services provided

## Requirements

- X+ years of warehouse management experience
- Expertise in warehouse management procedures and best practices
- Proven ability to implement process improvement initiatives
- Strong knowledge of warehousing Key Performance Indicators (KPIs)
- Hands on experience with warehouse management software and databases
- Leadership skills and ability manage staff
- Strong decision making and problem solving skills
- Excellent communication skills
- BS degree in logistics, supply chain management or business administration

# WAREHOUSE SUPERVISOR JOB DESCRIPTION

This warehouse supervisor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Warehouse Supervisor to oversee and coordinate the daily warehousing activities. You will implement production, productivity, quality and customer service standards and achieve the appropriate level of volume within time limits. The goal is to ensure that daily operations meet and exceed daily performance expectations and to increase the company's overall market share.

## Responsibilities

- Achieve high levels of customer satisfaction through excellence in receiving, identifying, dispatching and assuring quality of goods
- Measure and report the effectiveness of warehousing activities and employees performance
- Organise and maintain inventory and storage area
- Ensure shipments' and inventory transactions' accuracy
- Communicate job expectations and coach employees
- Determine staffing levels and assign workload
- Interface with customers to answer questions or solve problems
- Maintain items record, document necessary information and utilize reports to project warehouse status
- Identify areas of improvement and establish innovative or adjust existing work procedures and practices
- Confer and coordinate activities with other departments

## Requirements

- X+ years of warehouse supervisory experience
- Highly effective supervisory skills and techniques
- Knowledge of warehouse software packages and MS Office proficiency
- Ability to input, retrieve and analyse data
- Hands-on commitment to getting the job done
- Excellent communication and interpersonal skills
- Proven ability to direct and coordinate operations
- Strong organisational and time management skills
- BS degree in logistics, supply chain management or business administration

# WAREHOUSE WORKER JOB DESCRIPTION

This warehouse worker job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a warehouse worker to participate in our warehouse operations and activities. You will store materials, pick, pack and scan orders. The goal is to increase efficiency, profitability and customer satisfaction.

## Responsibilities

- Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship)
- Receive and process warehouse stock products (pick, unload, label, store)
- Perform inventory controls and keep quality standards high for audits
- Keep a clean and safe working environment and optimize space utilization
- Complete diary logs into inventory
- Report any discrepancies
- Communicate and cooperate with supervisors and coworkers
- Operate and maintain preventively warehouse vehicles and equipment
- Follow quality service standards and comply with procedures, rules and regulations

## Requirements

- X+ years experience as a warehouse worker
- Proficiency in inventory software, databases and systems
- Familiarity with modern warehousing practices and methods
- Good organisational and time management skills
- Ability to lift heavy objects
- Current forklift licence
- High school degree



## HR/LEGAL/EDUCATION/TRAINING

### HR

Executive recruiter	Human resources manager
Human resources assistant	Recruiter

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### LEGAL

Corporate attorney	Legal assistant
General counsel	Litigation paralegal

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### EDUCATION/TRAINING

Instructional designer	Training coordinator
Kindergarten teacher	Training manager
School counselor	

HR

# EXECUTIVE RECRUITER JOB DESCRIPTION

This executive recruiter job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Executive Recruiter to source candidates on behalf of our clients for highly specialised positions. The successful candidate will be able to attract first-rate talent and to ensure lasting and successful placements. The goal is to exceed clients' expectations and to add value to their business.

## Responsibilities

- Partner with customers to get clear on their strategic and financial objectives and hiring needs
- Devise and carry out a targeted research strategy
- Research into clients company, competitors and market place
- Map role criteria, define position description and document specifications
- Track and identify prospective candidates using a variety of channels
- Assess candidates to ensure qualification match, cultural fit and compatibility
- Conduct confidential interviews, follow-up references and check credits
- Present shortlisted candidates and provide detailed profile summaries
- Offer guidance and facilitate the negotiation process through to its completion
- Follow up with clients and assist with the candidate's transition and onboarding process
- Network and build long-lasting client relationships
- Know your area of expertise (specialised industry or job function)
- Research and develop recruiting leads

## Requirements

- X+ years of experience in executive recruiting
- X+ years of total recruiting experience
- Deep understanding of recruitment processes
- Proficiency in using applicant tracking systems (ATS), recruiting software and candidate databases
- Strong knowledge of candidates selection methods
- Previous experience with candidate sourcing tools and methods
- Excellent knowledge of area of expertise (market status, trends, best practices)
- Client focus along with relationship building skills

- Business acumen and market insight
- Effective negotiation, influencing and communication skills
- Integrity and confidentiality
- BS degree in Human Resources or related field

# HUMAN RESOURCES ASSISTANT JOB DESCRIPTION

This human resources assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a human resources assistant to handle a variety of personnel related administrative duties. You will provide information and clerical support to the HR department and employees regarding human resources activities, policies, processes and procedures.

## Responsibilities

- Assist with day to day operations of the HR functions and duties
- Provide clerical and administrative support to Human Resources executives
- Compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc)
- Coordinate HR projects (meetings, training, surveys etc) and take minutes
- Deal with employee requests regarding human resources issues, rules, and regulations
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc)
- Communicate with public services when necessary
- Properly handle complaints and grievance procedures
- Conduct initial orientation to newly hired employees

## Requirements

- X+ years of relevant experience
- PC literacy and hands on experience with an HRIS or HRMS
- Basic knowledge of labour law
- Excellent organisational skills
- BS degree in Human Resources or related field

# HUMAN RESOURCES MANAGER JOB DESCRIPTION

This human resources manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled human resources manager to oversee all aspects of Human Resources practices and processes. You will support business needs and ensure the proper implementation of company strategy and objectives.

The goal is to promote corporate values and enable business success through job design, recruitment, performance management, training & development, employment cycle changes, talent management, and facilities management services.

## Responsibilities

- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Support current and future business needs through the development, engagement, motivation and preservation of human capital
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Bridge management and employee relations by addressing demands, grievances or other issues
- Nurture a positive working environment
- Manage the recruitment and selection process
- Oversee and manage a performance appraisal system that drives high performance
- Maintain pay plan and benefits program
- Assess training needs to apply and monitor training programs
- Report to management and provide decision support through HR metrics
- Ensure legal compliance

## Requirements

- X+ years of experience as HR Manager
- BS degree in Human Resources or related field
- People oriented and results driven
- Demonstrable experience with HR metrics
- Knowledge of HR systems and databases
- Ability to architect strategy along with leadership skills
- Excellent active listening, negotiation and presentation skills
- Competence to build and effectively manage interpersonal relationships at all levels of the organization
- In-depth knowledge of labor law and HR best practices

# RECRUITER JOB DESCRIPTION

This recruiter job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a recruiter, with full cycle recruiting experience, to attract, screen, select and onboard qualified and suitable personnel to fill our job openings.

The goal is to attract top talent from our candidates' pool, gain competitive advantage and fuel company's growth.

## Responsibilities

- Design and implement overall recruiting strategy
- Develop and update job descriptions and job specifications
- Perform job and task analysis to document job requirements and objectives
- Prepare and post jobs to appropriate job board/newspapers/colleges etc
- Source and attract candidates by using databases, social media etc
- Screen candidates resumes and job applications
- Conduct interviews using various reliable personnel selection tools/methods to filter candidates within schedule
- Assess applicants' relevant knowledge, skills, soft skills, experience and aptitudes
- Onboard new employees in order to become fully integrated
- Monitor and apply hr recruiting best practices
- Provide analytical and well documented reports to the rest of the team
- Act as a point of contact and build influential candidate relationships during the selection process
- Promote company's reputation as "best place to work"

## Requirements

- X+ years of recruiting experience
- Proven ability to conduct different types of interviews (structured, competency based, stress)
- Hands on experience with various selection processes (phone interviewing, reference check)
- Ability to organise assessment centers (in tray activities, work samples, psychometric and IQ/EQ tests etc)
- Familiarity with hr databases, applicant tracking systems and CMS
- Excellent communication and interpersonal skills
- Strong decision making skills
- BS/MS in Human Resources Management

LEGAL

# CORPORATE ATTORNEY JOB DESCRIPTION

This corporate attorney job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a specialized Corporate Attorney to serve as an in-house counsel and handle all complex legal matters and projects. You will ensure the legality of commercial transactions and advise our company on legal rights and duties.

## Responsibilities

- Consult and handle all corporate legal processes (e.g. intellectual property, mergers & acquisitions, financial/securities offerings, compliance issues, transactions, agreements, lawsuits, patents)
- Develop company policy and position on legal issues
- Research, anticipate and guard company against legal risks
- Guide managers and ensure compliance with rules and regulations
- Structure, draft and review reports and other legal documents
- Represent company in legal proceedings (administrative boards, court trials etc.)
- Draft and administer all contracts
- Negotiate deals and attend company meetings

## Requirements

- X+ years of comparable law firm experience
- Strong proven background on corporate law (contract law, tax law, accounting, securities law, bankruptcy, intellectual property rights, licensing, zoning laws)
- Excellent negotiation and communications skills
- Administrative and managerial skills
- Analytical ability and strong attention to detail
- Computer skills
- Current licence to practise law
- BS degree in Law

# GENERAL COUNSEL JOB DESCRIPTION

This general counsel job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an excellent General Counsel to add value to and be the “backbone” of our business. You will ensure that company operates within the law at all times, offer counsel on legal issues, create an effective guardian of the organisation and facilitate business strategies development. The successful candidate will be able to ensure legal compliance and limit risk exposure.

## Responsibilities

- Provide expert and strategic legal advice to management
- Set internal governance policies and manage the impact of external factors
- Evaluate and weigh multiple inputs and impacts of any decision or course of action
- Anticipate issues and estimate risks strategically
- Identify proactive solutions that will eliminate or mitigate risks
- Base your decision making process on ethics and integrity
- Create associations of trust and respect with key stakeholders
- Deal with external parties (regulators, external counsel, politicians, clients)
- Attract, develop, direct, motivate and drive performance from team
- Draft agreements that minimize risks and maximize legal rights
- Meet legal objectives
- Deal with complex, significant matters that cut across legal and related areas
- Keep abreast of legislative changes

## Requirements

- X+ years of general counseling experience in business environment
- Overall broad legal knowledge (corporate law, litigations, labor law, etc)
- In-depth understanding of how legal issues affect organisations
- Ability to develop legal strategy and objectives
- Well-versed in how business operate with financial acumen
- High degree of professional ethics, integrity and gravitas
- Excellent judgement and analytical skills
- First class interpersonal and communication skills
- Ability to anticipate legal issues or risks and to “see around the corner”
- BS degree in Law or J.D. degree
- MA or BS in Business Administration will be considered an asset

# LEGAL ASSISTANT JOB DESCRIPTION

This legal assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a self motivated Legal Assistant to ensure smooth running of the office and effective case management. You will provide a broad spectrum of legal services under the supervision of an attorney.

## Responsibilities

- Provide administrative support to lawyer and enhance office effectiveness
- Handle communication with clients, witnesses etc.
- Administratively support and attend trials
- Prepare case briefs and summarize depositions, interrogatories and testimony
- Conduct investigations and statistical/documentary research
- Locate and develop case relevant information
- Type up and file basic legal documents and correspondence
- Answer and direct phone calls
- Maintain contact lists
- Monitor deadlines and juggle calendars

## Requirements

- X+ years of experience as legal assistant
- Familiarity with law, legal procedures and protocols, and court system
- Satisfactory knowledge of day-to-day operations of a legal office
- Computer literacy
- Proficiency in English
- Working knowledge of case management software
- Excellent secretarial and organisational skills
- Ability to juggle multiple activities, work under pressure and handle different personalities
- Legal Assistant certification or diploma

# LITIGATION PARALEGAL JOB DESCRIPTION

This litigation paralegal job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a skilled litigation paralegal to be the backbone of our trial team. You will be responsible for the coordination of all the details before, during and after trial. The successful candidate will be able to provide assistance during all phases of the litigation process including conducting interviews, legal research, document filing and attending trials.

## Responsibilities

- Conduct pre-claim investigation, legal research and initial case assessments
- Draft pleadings, motions and appellate documents and file them with the court
- Perform administrative duties (calendar hearings and deadlines, organise case files, manage logistics etc)
- Maintain pleadings and discovery indexes
- Organize exhibits, documents, evidence, briefs and appendices
- Aid attorneys with interrogatories and other discovery requests
- Gather relevant information from a variety of sources
- Liaise between trial teams and internal/external third parties
- Help with voir dire, jury selection and witnesses preparation
- Provide assistance with case settlements

## Requirements

- X+ years of experience as a litigation paralegal
- Applicable knowledge of motions, discovery, evidence, litigation documentation, court rules and procedures, practices etc
- Highly organised with ability to juggle multiple deadlines in a fast-paced environment
- Strong writing and communication skills and attention to detail
- Extensive computer and database expertise
- Paralegal associates degree or other certification

## EDUCATION/TRAINING

# INSTRUCTIONAL DESIGNER JOB DESCRIPTION

This instructional designer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional Instructional Designer to design and develop learning and practicing experiences. The goal is to facilitate learners in acquiring knowledge, skills and competencies in an effective and appealing manner.

## Responsibilities

- Create engaging learning activities and compelling course content that enhances retention and transfer
- Work with subject matter experts and identify target audience's training needs
- State instructional end goals and create content that matches them
- Visualize instructional graphics, the user interface and the finished product
- Conduct instructional research and analysis on learners and contexts
- Apply tested instructional design theories, practice and methods
- Provide exercises and activities that enhance the learning process
- Create supporting material/media (audio, video, simulations, role plays, games etc)
- Decide on the criteria used to judge learner's performance and develop assessment instruments
- Maintain project documentation and course folders

## Requirements

- X+ years of experience in instructional design
- Excellent knowledge of learning theories and instructional design models
- Lesson and curriculum planning skills
- Basic HTML and Flash programming knowledge
- Solid knowledge of course development software and at least one Learning Management System
- Visual design skills (Dreamweaver, Photoshop, Illustrator) and ability to storyboard
- Ability to write effective copy, instructional text, audio scripts/video scripts
- BS or MA degree in instructional design, educational technology or similar

# KINDERGARTEN TEACHER JOB DESCRIPTION

This kindergarten teacher job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an enthusiastic kindergarten teacher to foster and facilitate the intellectual and social development of the children. You will plan, implement and assess lessons and you will teach children with patience and creativity.

## Responsibilities

- Design and follow a complete teaching plan
- Teach alphabet and numeracy along with personal, social and emotional skills
- Organise learning material and resources
- Use a variety of activities and instructional methods (songs, stories, media, structured games, art, outdoor activities etc) to motivate and stimulate children's abilities
- Maintain an open line of communication with parents and provide appropriate information
- Assess students performance and progress to ensure they are mastering the skills on regular basis
- Monitor children's interactions and nurture cooperation and sharing
- Cooperate with administration staff
- Follow and comply with teaching standards and safety regulations

## Requirements

- X+ years of experience as a kindergarten teacher
- Excellent knowledge of child development and latest education theories and practices
- Creative and artistic teaching abilities
- Teaching and organisation skills
- Patience and flexibility
- Strong communication and time management skills
- Keep abreast with the latest trends and best practices
- BS degree in education or relevant licence/certificate

# SCHOOL COUNSELOR JOB DESCRIPTION

This school counselor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional School Counselor to help students prepare for academic achievement, ensure career readiness and develop personal or social competencies through a comprehensive, preventive and developmental counseling program. The goal is to ensure that students will become productive and well-adjusted adults.

## Responsibilities

- Guide the development and implement a competitive school counseling program that focuses on and promotes students' success
- Value and respond to the diversity and individual differences of students
- Ensure equitable access to opportunities and rigorous curriculum for all students
- Provide direct support services through structured conventions
- Evaluate areas of strength (KSAOs) and advocate students
- Provide group or individual responsive services
- Collaborate and consult with parents, teachers, community organisations and other stakeholders
- Perform assessments, interpret tests and study student records
- Gather and analyse data to measure results
- Complete regular reports on progress

## Requirements

- X+ years of experience in school counseling
- Integrity and professionalism
- Advocacy skills
- Ability to respond effectively to the needs of a diverse student pool
- Working knowledge of various counseling models, practices and resources
- Engaging interpersonal skills and excellent communication skills
- Ability to collect and analyse data
- Computer literacy
- Sound judgement and emotional intelligence
- MA degree in school counseling

# TRAINING COORDINATOR JOB DESCRIPTION

This training coordinator job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a professional training coordinator to ensure the smooth and effective functioning of training events and special projects. You will manage, design, develop, coordinate and conduct large or small scale training programs.

## Responsibilities

- Map out training plans, design and develop training programs (outsourced or in-house)
- Choose appropriate training methods per case (simulations, mentoring, on the job training, professional development classes etc)
- Market available training opportunities to employees and provide necessary information
- Conduct organisation wide needs assessment and identify skills or knowledge gaps to be addressed
- Use accepted education principles and track new training methods and techniques
- Design and prepare educational aids and materials
- Assess instructional effectiveness and summarise evaluation reports determining the impact of training on employee skills and how it affects KPIs
- Partner with internal stakeholders and liaise with matter experts regarding instructional design
- Maintain updated curriculum database and training records (hard and electronic)
- Provide train-the-trainer sessions for internal subject matter experts
- Manage and maintain in-house training facilities and equipment

## Requirements

- X+ years of experience in coordinating multiple training events in a corporate setting
- Extensive knowledge of instructional design theory and implementation
- Adequate knowledge of learning management systems and web delivery tools
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate)
- Familiarity with traditional and modern training methods and techniques
- Advanced organisational skills with the ability to handle multiple assignments
- Strong communication skills
- MS Office proficiency
- BS degree in Education, Training, HR or related field

# TRAINING MANAGER JOB DESCRIPTION

This training manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced training manager to devise our organisational training strategy, oversee its implementation and assess its outcomes. You will identify training and developmental needs and drive suitable training initiatives that build loyalty to the firm. The goal is to enhance employees' skills, performance, productivity and quality of work.

## Responsibilities

- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with line managers
- Draw an overall or individualized training and development plan that addresses needs and expectations
- Deploy a wide variety of training methods
- Conduct effective induction and orientation sessions
- Monitor and evaluate training program's effectiveness, success and ROI periodically and report on them
- Manage training budget
- Provide opportunities for ongoing development
- Resolve any specific problems and tailor programmes as necessary
- Maintain a keen understanding of training trends, developments and best practices

## Requirements

- X+ years of experience as a training manager or officer
- Proven track record designing and executing successful training programs
- Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops, simulations etc)
- Excellent communication and leadership skills
- Ability to plan, multi-task and manage time effectively
- Strong report writing and record keeping ability
- Good computer and database skills
- BS degree in education, human resources or relevant field



## MARKETING/PR/MEDIA

### MARKETING/PR

Brand manager	Public relations manager
Digital marketing manager	Social media specialist
Market research analyst	Technical writer
Promoter	

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### MEDIA

Art director	Photographer
Editor	Reporter
Graphic designer	Video/Film editor

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# MARKETING/PR

# BRAND MANAGER JOB DESCRIPTION

This brand manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced Brand Manager who is passionate about uncovering consumer insights and delivering innovative marketing campaigns. You will join a dynamic and fast-paced environment and you will generate strategies that grow market share and brand's reputation, improve customer experience and drive growth.

## Responsibilities

- Analyse how our brand is positioned in the market and crystallise targeted consumers insights
- Take brand ownership and provide the vision, mission, goals and strategies to match up to
- Translate brand strategies into brand plans, brand positioning and go-to-market strategies
- Lead creative development and create motivating stimulus to get targeted population to “take action”
- Establish performance specifications, cost and price parameters, market applications and sales estimates
- Measure and report performance of all marketing campaigns, and assess against goals (ROI and KPIs)
- Coach the team and get the best from everyone
- Monitor market trends, research consumer markets and competitors' activities to identify opportunities and key issues
- Oversee marketing and advertising activities to ensure consistency with product line strategy
- Monitor product distribution and consumer reactions
- Anticipate bottlenecks
- Brainstorm new and innovative growth strategies
- Align the company around the brand's direction, choices and tactics

## Requirements

- X+ years of experience as brand manager
- Drive for results and leadership skills
- Excellent understanding of the full marketing mix
- Highly creative with ability to think out of box
- Experience in identifying target audiences and devising campaigns that engage, inform and motivate

- Proven ability to develop brand and marketing strategies and effectively communicate recommendations to executive management
- Strong analytical skills and data-driven thinking
- Advanced communication and interpersonal skills
- Up-to-date with latest trends and marketing best practices
- Comfortable working with numbers, metrics and spreadsheets
- Excellent command of the English language
- BS/MS degree in marketing or a related field

# DIGITAL MARKETING MANAGER JOB DESCRIPTION

This digital marketing manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

If you live and breathe digital marketing, we want to talk to you. We are looking for a Digital Marketing Manager to develop, implement, track and optimize our digital marketing campaigns across all digital channels.

## Responsibilities

- Plan and execute all web, SEO/SEM, marketing database, email, social media and display advertising campaigns
- Design, build and maintain our social media presence
- Measure and report performance of all digital marketing campaigns, and assess against goals (ROI and KPIs)
- Identify trends and insights, and optimize spend and performance based on the insights
- Brainstorm new and creative growth strategies
- Plan, execute, and measure experiments and conversion tests
- Collaborate with internal teams to create landing pages and optimize user experience
- Utilize strong analytical ability to evaluate end-to-end customer experience across multiple channels and customer touch points
- Instrument conversion points and optimize user funnels
- Collaborate with agencies and other vendor partners
- Evaluate emerging technologies. Provide thought leadership and perspective for adoption where appropriate

## Requirements

- BS/MS degree in marketing or a related field
- X+ years of experience in digital marketing
- Demonstrable experience leading and managing SEO/SEM, marketing database, email, social media and/or display advertising campaigns
- Highly creative with experience in identifying target audiences and devising digital campaigns that engage, inform and motivate
- Experience in optimizing landing pages and user funnels
- Experience with A/B and multivariate experiments
- Solid knowledge of website analytics tools (e.g., Google Analytics, NetInsight, Omniture,

WebTrends)

- Working knowledge of ad serving tools (e.g., DART, Atlas)
- Experience in setting up and optimizing Google Adwords campaigns
- Working knowledge of HTML, CSS, and JavaScript development and constraints
- Strong analytical skills and data-driven thinking
- Up-to-date with the latest trends and best practices in online marketing and measurement

# MARKET RESEARCH ANALYST JOB DESCRIPTION

This market research analyst job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a methodical Market Research analyst to survey customer preferences and statistical data in order to support customers during their decision making process regarding product designs, prices and promotions. The successful candidate will be able to analyse autonomously qualitative data, trends, strategies and competition aiming at increasing competitiveness.

## Responsibilities

- Collect data on consumers, competitors and market place and consolidate information into actionable items, reports and presentations
- Understand business objectives and design surveys to discover prospective customers' preferences
- Compile and analyze statistical data using modern and traditional methods to collect them
- Perform valid and reliable SWOT analysis
- Interpret data, formulate reports and make recommendations
- Catalogue findings to databases
- Provide competitive analysis on various companies' market offerings, identify market trends, pricing/business models, sales and methods of operation
- Evaluate program methodology and key data to ensure that data on the releases are accurate and the angle of the release is correct
- Remain fully informed on market trends, other parties researches and implement best practices

## Requirements

- X+ years of market research analysis experience
- Ability to interpret large amounts of data and to multi-task
- Strong communication and presentation skills
- Excellent knowledge of statistical packages (SPSS, SAS or similar), databases and MS Office
- Search engines, web analytics and business research tools acumen
- Familiarity with CRM programs
- Adequate knowledge of data collection methods (polls, focus groups, surveys etc)
- Working knowledge of data warehousing, modelling and mining
- Strong analytical and critical thinking
- BS degree in Statistics, Marketing or related field

# PROMOTER JOB DESCRIPTION

This promoter job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a pleasant and competitive Promoter that thrives in attracting new customers. The successful candidate will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. You must be comfortable making dozens of product/services presentations, generating interest and qualifying sales prospects.

## Responsibilities

- Demonstrate and provide information on promoted products/services
- Create a positive image and lead consumers to use it
- Use lectures, films, charts, and/or slide shows
- Distribute product samples, brochures, flyers etc. to source new sales opportunities
- Identify interest and understand customer needs and requirements
- Set up booths or promotional stands and stock products
- Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc)

## Requirements

- X+ years of experience as a promoter
- Track record of over-achieving quota
- Ability to understand customer needs and handle different types of personalities
- Strong listening, communication, presentation and social skills
- High school degree or BS in Marketing

# PUBLIC RELATIONS MANAGER JOB DESCRIPTION

This public relations manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are seeking a Public Relations Manager to nurture a strong industry network, increase awareness and develop an enviable corporate image by developing and executing effective communication and media relations programs.

## Responsibilities

- Develop a marketing communications plan including strategy, goals, budget and tactics
- Develop media relations strategy, seeking high-level placements in print, broadcast and online media
- Coordinate all public relations activities
- Direct social media team to engage audiences across traditional and new media
- Leverage existing media relationships and cultivate new contacts within business and industry media
- Manage media inquiries and interview requests
- Create content for press releases, byline articles and keynote presentations
- Monitor, analyze and communicate PR results on a quarterly basis
- Evaluate opportunities for partnerships, sponsorships and advertising on an on-going basis.
- Build relationships with thought leaders to grow industry awareness
- Maintain a keen understanding of industry trends affecting clients and make appropriate recommendations regarding communication strategy surrounding them

## Requirements

- X+ years of experience in public relations required
- Proven track record designing and executing successful public relations campaigns at both a local and national level
- Strong relationships with both local and national business and industry media outlets
- Experience in acting as a company spokesperson; comfortable and skilled in both broadcast and print media interviews
- Exceptional writing and editing skills
- Solid experience with social media including blogs, Facebook, Twitter, etc.
- Event planning experience
- BA/MA degree in Marketing, Advertising, Communications or a related discipline

# SOCIAL MEDIA SPECIALIST JOB DESCRIPTION

This social media specialist job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a driven social media specialist to attract and interact with targeted virtual communities and networks users.

The goal is to gradually achieve superior customer engagement and intimacy, website traffic and revenue by strategically exploiting all aspects of the social media marketing roadmap.

## Responsibilities

- Build and execute social media strategy through competitive research, platform determination, benchmarking, messaging and audience identification
- Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action
- Set up and optimize company pages within each platform to increase the visibility of company's social content
- Moderate all user-generated content in line with the moderation policy for each community
- Create editorial calendars and syndication schedules
- Continuously improve by capturing and analyzing the appropriate social data/metrics, insights and best practices, and then acting on the information
- Collaborate with other departments (customer relations, sales etc) to manage reputation, identify key players and coordinate actions

## Requirements

- X+ years of experience in social media or related field
- Excellent consulting, writing, editing (photo/video/text), presentation and communication skills
- Demonstrable social networking experience and social analytics tools knowledge
- Adequate knowledge of web design, web development, CRO and SEO
- Knowledge of online marketing and good understanding of major marketing channels
- Positive attitude, detail and customer oriented with good multitasking and organizational ability
- Fluency in English
- BS in Communications, Marketing, Business, New Media or Public Relations

# TECHNICAL WRITER JOB DESCRIPTION

This technical writer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a Technical Writer to produce high-quality documentation that contributes to the overall success of our products. You will join a team of talented writers who work collaboratively with developers, quality engineers, product managers, and usability experts to make our products easier to use.

## Responsibilities

- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities
- Create and maintain the information architecture
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience
- Write easy-to-understand user interface text, online help and developer guides
- Create tutorials to help end-users use a variety of applications

## Requirements

- X+ years of experience in technical writing of software documentation
- Ability to deliver high quality documentation paying attention to detail
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures
- Excellent written skills in English
- Strong working knowledge of Microsoft Office
- Basic familiarity with the SDLC and software development
- University degree in Computer Science, Engineering or equivalent preferred

# MEDIA

# ART DIRECTOR JOB DESCRIPTION

This art director job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a creative art director who enjoys working in a fast paced environment and loves the challenge of discovering what makes consumers “click”. You will cooperate with a design-savvy team to devise an overall concept.

The goal is to translate marketing and branding strategies into innovative and impressive campaigns that stimulate targeted audiences.

## Responsibilities

- Generate clear ideas and concepts in tandem with the copywriter
- Produce sketches, storyboards, roughs to visualise ideas
- Understand marketing initiatives, strategic positioning and target audience
- Cooperate with the rest of the creative team across different types of media
- Take work from concept to final execution within deadlines
- Manage and delegate responsibilities to other designers and provide directions
- Present completed ideas to clients/team members
- Stay on top of all trends and maintain best practices

## Requirements

- X+ years of experience as Art Director
- Hands on experience with logo design, typography, color, web layout design, print production, image selection and package design
- Proficient use of InDesign, Photoshop or Illustrator or other visual design and wireframing tools
- Demonstrable graphic design skills with a strong portfolio
- Incorporate feedback and take/give direction well
- Team player with strong communication and presentation skills
- Relevant education or training

# EDITOR JOB DESCRIPTION

This editor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an editor, with a good sense of what makes an interesting angle to a story, to juggle all the moving parts of publications. You will plan, coordinate, review and edit content. The successful candidate will be able to decide which ideas should be pursued and which should get dropped in order to meet quality and accuracy standards. The goal is to provide exceptional, informative and engaging content.

## Responsibilities

- Coordinate online or print publishing cycle and manage content areas
- Set publication standards and establish goals and expectations
- Suggest stories and generate headline ideas in alignment with targeted audience's preferences
- Oversee layout (artwork, design, photography) and check content for accuracy and errors
- Proofread, edit and improve stories or pieces
- Recruit and manage writers and reporters
- Cooperate and liaise with designers, photographers, advertising reps, writers, artists etc
- Comply with media law and ethical guidelines
- Meet deadlines and budget requirements

## Requirements

- X+ years of experience as an editor
- Strong writing/editing/proofreading skills and an excellent portfolio
- Hands on experience with MS Office and InDesign, Photoshop or other publishing tools
- Proven familiarity with SEO and social media best practices
- Excellent written skills in English
- An eye for detail along with critical thinking
- Prioritizing and multitasking
- BS degree in Journalism or in related field

# GRAPHIC DESIGNER JOB DESCRIPTION

This graphic designer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a creative graphic designer with up-to-date knowledge to interpret our clients needs and to design solutions with high visual impact. You will work on a variety of products, including websites, books, magazines, product packaging, websites, exhibitions, corporate identity etc. and you will work closely with our designers and sales team.

The goal is to get the clients' message across.

## Responsibilities

- Cultivate a solid body of work
- Take the design "brief" to record requirements and clients needs
- Schedule project implementation and define budget constraints
- Work with a wide range of media and use graphic design software
- Think creatively and develop new design concepts, graphics and layouts
- Prepare rough drafts and present your ideas
- Amend final designs to clients comments and gain full approval
- Work as part of a team with copywriters, designers, stylists, executives etc.

## Requirements

- X+ years of graphic designing experience
- Possession of creative flair, versatility, conceptual/visual ability and originality
- Demonstrable graphic design skills with a strong portfolio
- Ability to interact, communicate and present ideas
- Up to date with industry leading software and technologies (In Design, Illustrator, Dreamweaver, Photoshop etc)
- Highly proficient in all design aspects
- Professionalism regarding time, costs and deadlines

# PHOTOGRAPHER JOB DESCRIPTION

This photographer job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a passionate photographer to capture moments on film and to use images to tell a story. The successful candidate will be able to achieve technical, qualitative and quantitative goals while meeting project's needs and deadlines.

## Responsibilities

- Take the brief to understand specifications and work closely with our art team to develop the concept
- Capture and process images until you achieve desired results
- Shoot poses that don't look posed
- Constantly improve image quality using various editing methods
- Use and maintain modern and traditional technical equipment (cameras, lenses etc)
- Arrange objects, scenes, lighting and background to adhere to specifications
- Direct participants
- Archive photographic images and maintain database
- Maintain an in depth understanding of photographic best practices and procedures

## Requirements

- X+ years of professional shooting experience
- Eye-catching portfolio
- Proficient with traditional and modern equipment
- Solid knowledge of Photoshop, Capture One or other photography specific software
- Shooting, lighting and printing skills
- Competency in applying photographic best practices and techniques
- Knowledge of production process for online publishing and various printing applications
- Ability to juggle multiple tasks
- Photography degree or similar

# REPORTER JOB DESCRIPTION

This reporter job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a passionate reporter to participate in the creative cycle of a news story by investigating and writing rich and unbiased “scoops”.

## Responsibilities

- Collect, verify and analyze thoroughly newsworthy information
- Assemble findings into a stable story
- Write and deliver news stories with the reader's perspective in mind
- Publish or broadcast news stories
- Receive assignments or investigate news leads/tips
- Abide by journalism's ethics and codes
- Contact, interview and research sources
- Maintain notes and audio recordings
- Cooperate with reporters, chief editor, producers etc
- Stay up-to-date with the latest current events in the “beat” by studying papers, attending events etc.

## Requirements

- X+ years of experience as a reporter
- Portfolio of published articles or newscasts
- Ability to gather, write and edit news
- Broad knowledge of headlines
- Computer proficiency (MS Office, digital editing, web search, databases)
- Excellent communication, lobbying and active listening skills
- Integrity and morality
- BS degree in journalism or mass communications

# VIDEO/FILM EDITOR JOB DESCRIPTION

This video editor job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a talented video editor to assemble recorded footage into a finished project that matches director's vision and is suitable for broadcasting. The goal is bring sight and sound together in order to tell a cohesive story.

## Responsibilities

- Manipulate and edit film pieces in a way that is invisible to the audience
- Take a brief to grasp production team's needs and specifications
- Review shooting script and raw material to create a shot decision list based on scenes' value and contribution to continuity
- Trim footage segments and put together the sequence of the film
- Input music, dialogues, graphics and effects
- Create rough and final cuts
- Ensure logical sequencing and smooth running
- Consult with stakeholders from production to post-production process
- Continuously discover and implement new editing technologies and industry's best practices to maximize efficiency.

## Requirements

- X+ years of experience in video editing
- Solid experience with digital technology and editing software packages (e.g. Avid Media Composer, Lightworks, Premiere, After Effects, Final Cut)
- Demonstrable video editing ability with a strong portfolio
- Thorough knowledge of timing, motivation, continuity etc
- Familiarity with special effects, 3D and compositing
- Creative mind and storytelling skills
- BS degree in film studies, cinematography or related field



## SALES/RETAIL

Account manager	Sales associate
Cashier	Sales director
Field sales representative	Sales engineer
Inside sales representative	Sales representative
Merchandiser	Store manager
Product manager	Visual merchandiser
Sales assistant	

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# ACCOUNT MANAGER JOB DESCRIPTION

This account manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a passionate Account Manager who will partner with and ensure the long term success of our customers.

You will be responsible for developing long-term relationships with your portfolio of assigned customers, connecting with key business executives and stakeholders. You will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

## Responsibilities

- Operate as the lead point of contact for any and all matters specific to your customers
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with key customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Assist with high severity requests or issue escalations as needed

## Requirements

- X+ years of account management or other relevant experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- BA/BS degree or equivalent

# CASHIER JOB DESCRIPTION

This cashier job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an accountable cashier to process all transactions accurately and efficiently in accordance with established policies and procedures. The successful candidate will play a fundamental role in achieving our customer satisfaction and revenue growth objectives.

## Responsibilities

- Handle cash transactions with customers
- Scan goods and collect payments
- Issue receipts, refunds, change or tickets to customers
- Redeem stamps and coupons
- Make sales referrals, cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving establishments
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Bag, box or wrap packages
- Pleasantly deal with customers to ensure satisfaction

## Requirements

- X+ years of experience in retail cashier or sales
- Basic PC knowledge and familiarity with electronic equipment (e.g. cash register, scanners, money counters etc)
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Excellent sales skills
- High school degree

# FIELD SALES REPRESENTATIVE JOB DESCRIPTION

This field sales representative job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a competitive field sales representative to develop sales strategies and attract new clients. You will source new sales opportunities and close sales to achieve quotas. The successful candidate will play a key role in increasing income and revenue by managing and negotiating with clients, generating leads and qualifying prospects.

## Responsibilities

- “Get the sale” using various sales methods (door-to-door, cold calling, presentations etc)
- Forecast sales, develop “out of the box” sales strategies/models and evaluate their effectiveness
- Evaluate customers needs and build productive long lasting relationships
- Meet personal and team sales targets
- Research accounts and generate or follow through sales leads
- Attend meeting, sales events and trainings to keep abreast of the latest developments
- Report and provide feedback to management using financial statistical data
- Maintain and expand client database within your assigned territory

## Requirements

- X+ years of sales experience
- Track record of over-achieving quota
- Experience working with Salesforce.com or similar CRM
- Familiarity with different sales techniques and pipeline management
- Computer use competency
- Strong communication, negotiation and interpersonal skills
- Self motivated and driven
- BA/BS degree or equivalent

# INSIDE SALES REPRESENTATIVE JOB DESCRIPTION

This inside sales representative job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a talented and competitive Inside Sales Representative that thrives in a quick sales cycle environment. The successful candidate will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. You must be comfortable making dozens of calls per day, working with channel partners, generating interest, qualifying prospects and closing sales.

## Responsibilities

- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understand customer needs and requirements
- Route qualified opportunities to the appropriate sales executives for further development and closure
- Close sales and achieve quarterly quotas
- Research accounts, identify key players and generate interest
- Maintain and expand your database of prospects within your assigned territory
- Team with channel partners to build pipeline and close deals
- Perform effective online demos to prospects

## Requirements

- X+ years of inside sales experience
- Track record of over-achieving quota
- Strong phone presence and experience dialing dozens of calls per day
- Proficient with corporate productivity and web presentation tools
- Experience working with Salesforce.com or similar CRM
- Excellent verbal and written communications skills
- Strong listening and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- BA/BS degree or equivalent

# MERCHANDISER JOB DESCRIPTION

This merchandiser job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for an experienced merchandiser to produce sales by providing point-of-purchase and shelf management services. You will get the right product, in the right place, time, quantity and price.

## Responsibilities

- Plan and develop merchandising strategies that balance customers' expectations and company's objectives
- Analyse sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock
- Collaborate with buyers, suppliers, distributors and analysts to negotiate prices, quantities and time-scales
- Maximise customer interest and sales levels by displaying products appropriately
- Produce layout plans for stores and maintain store shelves and inventory
- Forecast profits/sales and plan budgets
- Monitor stock movement and consider markdowns, promotions, price changes, clear outs etc
- Build constructive customer relationships and team with channel partners to build pipeline and close deals
- Remain up to date with industry's best practices

## Requirements

- X+ years of successful experience in merchandising
- Highly creative with experience in identifying target audiences and devising campaigns that engage, inform and motivate
- Up-to-date with the latest merchandising trends and best practices
- Excellent verbal and written communications skills
- Strong listening, presentation and decision making skills
- Commercial acumen and the ability to "decode" customers
- BS degree in Marketing or related field

# PRODUCT MANAGER DESCRIPTION

This product manager job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for an experienced Product Manager who is passionate about building products that customers love. You will join a dynamic and fast-paced environment and work with cross functional teams to design, build and roll-out products that deliver the company's vision and strategy.

## Responsibilities

- Gain a deep understanding of customer experience, identify and fill product gaps and generate new ideas that grow market share, improve customer experience and drive growth
- Create buy-in for the product vision both internally and with key external partners
- Develop product pricing and positioning strategies
- Translate product strategy into detailed requirements and prototypes
- Scope and prioritize activities based on business and customer impact
- Work closely with engineering teams to deliver with quick time-to-market and optimal resources
- Drive product launches including working with public relations team, executives, and other product management team members
- Evaluate promotional plans to ensure that they are consistent with product line strategy and that the message is effectively conveyed
- Act as a product evangelist to build awareness and understanding
- Represent the company by visiting customers to solicit feedback on company products and services

## Requirements

- X+ years of product management experience
- Proven track record of managing all aspects of a successful product throughout its lifecycle
- Proven ability to develop product and marketing strategies and effectively communicate recommendations to executive management
- Solid technical background with understanding and/or hands-on experience in software development and web technologies
- Strong problem solving skills and willingness to roll up one's sleeves to get the job
- Skilled at working effectively with cross functional teams in a matrix organization
- Excellent written and verbal communication skills
- MS/BS degree in Computer Science, Engineering or equivalent preferred

# SALES ASSISTANT JOB DESCRIPTION

This sales assistant job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a competitive retail Sales Assistant to help customers identify and purchase products they desire. You will sell, restock and merchandise. The goal is to provide high class customer service and to increase company's growth and revenue through sales maximisation.

## Responsibilities

- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Ascertain customers' needs and wants
- Recommend and display items that match customer needs
- Welcome and greet customers
- Manage point-of-sale processes
- Actively involve in the receiving of new shipments
- Keep up to date with product information
- Accurately describe product features and benefits
- Follow all companies policies and procedures

## Requirements

- X+ years of experience in retail sales
- Basic understanding of sales principles and customer service practices
- Proficiency in English
- Track record of over-achieving sales quota
- Solid communication and interpersonal skills
- Customer service focus
- Friendly, helpful, confident and engaging personality
- Basic administration skills
- High school degree

# SALES ASSOCIATE JOB DESCRIPTION

This sales associate job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a results driven retail Sales Associate to be responsible for all sales activities, from lead generation through to close. The successful candidate will be able to elevate company standards, achieve sales goals and meet clients expectations.

## Responsibilities

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- “Go the extra mile” to drive sales
- Maintain in-stock condition and shoppable assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Cross sell products
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers

## Requirements

- X+ years of experience as sales associate
- Basic understanding of sales principles and customer service practices
- Proficiency in English
- Working knowledge of customer and market dynamics and requirements
- Track record of over-achieving sales quota
- Solid communication and interpersonal skills
- Customer service focus
- High school degree; BS degree in Marketing or related field would be a plus

# SALES DIRECTOR JOB DESCRIPTION

This sales director job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a high-performing Sales Director to help us meet our ambitious customer acquisition and revenue growth objectives. You will be responsible for developing and executing all key growth sales strategies, tactics and action plans required to achieve your financial targets.

## Responsibilities

- Own and hit/exceed annual sales targets within assigned territory and accounts
- Develop and execute strategic plan to achieve sales targets and to expand the company's customer base
- Build and maintain strong, long-lasting customer relationships
- Partner with customers to understand their business needs and objectives
- Effectively communicate the value proposition through proposals and presentations
- Understand category-specific landscapes and trends, reporting on the forces that shift tactical budgets and strategic direction of accounts

## Requirements

- X+ years of successful sales experience, consistently meeting or exceeding targets
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Proven ability to drive the sales process from plan to close
- Proven ability to articulate the distinct aspects of products and services and position them against competitors
- Demonstrable experience in developing client-focused, differentiated and achievable solutions
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- BA/BS degree or equivalent

# SALES ENGINEER JOB DESCRIPTION

This sales engineer job description template is optimised for posting in online job boards or careers pages and easy to customise for your company.

## Job brief

We are looking for a seasoned, hardworking, smart and over achieving Sales Engineer with proven experience and a passion for selling technology solutions to senior executives. You will be responsible for selling into new prospects as well as farming back into existing customers to ensure high renewal and customer satisfaction levels. Measures of success include new customer acquisition rates, renewal rates, up-selling, cross-selling, customer satisfaction and contribution to overall sales team and business success.

## Responsibilities

- Support sales executives with solution selling into prospect account base
- Partner with sales executives to plan, prepare and execute on strategic deals in complex sales cycles
- Model the financial business case associated with each sales opportunity
- Successfully match customer pain/requirements to proposed solutions
- Create and deliver powerful presentations and demos that clearly communicate the uniqueness of the value proposition
- Manage all technical aspects of RFP / RFI responses
- Effectively communicate client needs to the R&D teams for future product enhancements
- Collect and document competitive intelligence

## Requirements

- X+ years of experience in a Sales Engineer position
- Proven track record selling complex enterprise solutions
- Proven ability to forge strong, long-lasting relationships with senior executives
- Ability to creatively explain and present complex concepts in an easy to understand manner
- Solid technical background with understanding and/or hands-on experience in software development and web technologies
- Excellent written and verbal communication skills
- Excellent presentation and presentation creation skills
- BA/BS degree or equivalent, preferably with a numeracy base
- Willingness to travel

# SALES REPRESENTATIVE JOB DESCRIPTION

This sales representative job description template is optimised for posting in online job boards or careers pages and is easy to customise for your company.

## Job brief

We're looking for a results-driven sales representative to actively seek out and engage customer prospects. You will provide complete and appropriate solutions for every customer in order to boost top-line revenue growth, customer acquisition levels and profitability.

## Responsibilities

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Reach potential customers through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback

## Requirements

- X+ years of experience as a sales representative
- Excellent knowledge of MS Office
- Familiarity with BRM and CRM practices along with ability to build productive business professional relationships
- Highly motivated and target driven with a proven track record in sales
- Excellent selling, communication and negotiation skills
- Prioritizing, time management and organisational skills
- Ability to create and deliver presentations tailored to the audience needs
- Relationship management skills and openness to feedback
- BS/BA degree or equivalent

# STORE MANAGER JOB DESCRIPTION

This store manager job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a results driven store manager to be responsible for the overall store management. The successful candidate will be able to enhance customer satisfaction, meet sales and profitability goals and manage staff effectively.

## Responsibilities

- Develop business strategies to raise our customers' pool, expand store traffic and optimise profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure excellent service and compliance with policies and procedures
- Maintain store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be a shining example of well behaviour and high performance

## Requirements

- X+ years of successful experience in store management
- Powerful leading skills and business orientation
- People and customer management skills along
- Strong organizational skills
- Good communication and interpersonal skills
- BS degree in Business Administration or relevant field

# VISUAL MERCHANDISER JOB DESCRIPTION

This visual merchandiser job description template is optimized for posting in online job boards or careers pages and is easy to customize for your company.

## Job brief

We are looking for a creative Visual Merchandiser to increase sales, get buyer's attention and to provide an excellent in-store experience. The goal is to convert window shoppers into prospects, drive branding and sales objectives and maximise profitability.

## Responsibilities

- Define, design and implement a creative visual merchandising strategy
- Create appealing and eye-catching merchandise displays that lead the customer through the entire store
- Produce window displays, signs, interior displays, floor plans and special promotions displays
- Identify key messages and set a clear image of the end result
- Come up with, revise and present design ideas
- Act in alignment to the organisation's culture, products, image and target market
- Monitor costs and work within budget
- Oversee the production and brief staff on arranging displays
- Change displays to promote new product launches and reflect festive or seasonal themes
- Liaise with suppliers and source elements
- Research lifestyle, demographics and design trends

## Requirements

- X+ years of visual merchandising experience
- Demonstrable visual design skills with a strong portfolio
- Solid experience in creating window displays, signs, interior displays and space utilisation
- Proficiency in Photoshop, Illustrator, or other visual design tools
- Knowledge of current visual merchandising trends and best practices
- Proficiency in MS Office
- Creative and innovative thinker
- Ability to analyse sales reports and survey results
- BS degree in visual merchandising, fashion merchandising, exhibition design, visual communications or similar