### Web Platform Overview:

This platform connects clients with professionals (referred to as "Job Experts") across various domains. Clients can search for Job Experts based on skills and location, book services, and engage in direct communication. Job Experts can create and host a professional portfolio on the platform, showcasing their skills, experience, and projects. The platform is designed to promote job opportunities and entrepreneurship, particularly within the African context, by enabling professionals to monetize their skills and offer quality services to clients.

### Key Actors:

1. **Clients (Service Seekers)**:
   * Users who visit the platform to find and book specific professionals.
   * Can search for Job Experts based on domain (e.g., digital marketing, construction, graphic design), location, and expertise level.
   * Can view Job Experts' portfolios, read reviews, and contact them directly for queries.
   * Can book services via the platform's calendar and payment system.
   * Engage in real-time chat with Job Experts.
   * Can leave ratings and reviews after a service is completed.
   * Can request assistance from the admin regarding issues with a Job Expert or booking.
2. **Job Experts (Service Providers)**:
   * Professionals who offer their services across various domains (tech, construction, health, creative fields, etc.).
   * Must register on the platform, upload their CV, create an online portfolio, and showcase their expertise.
   * Can provide detailed information about their services, including rates, certifications, and years of experience.
   * Pay a fee to host their portfolios on the platform, which can be monthly or yearly.
   * Can communicate with clients directly through an integrated messaging system.
   * Able to manage their bookings through the platform’s scheduling feature.
   * Can request payment for services rendered through the platform (including deposits before project starts).
   * Access analytics on their profile, such as the number of profile views, bookings, and client feedback.
3. **Admin (Platform Manager)**:
   * Oversees the platform’s functionality and user activities.
   * Can approve or reject Job Experts’ portfolio submissions after review (checking for professionalism, skill set, etc.).
   * Manages CRUD (Create, Read, Update, Delete) operations on the user tables (clients and Job Experts).
   * Handles disputes between clients and Job Experts.
   * Responds to inquiries via the contact form and addresses any complaints or platform-related issues.
   * Monitors the platform’s statistics, such as total number of users, bookings, payments, and domain-specific demand trends.
   * Manages platform payments, ensuring that Job Experts pay the correct hosting fees and client payments are processed smoothly.
   * Ensures compliance with platform policies and removes users or Job Experts if necessary.
   * Can generate detailed reports on the platform’s performance, user engagement, and payment history.

### Additional Actors:

1. **Support Team**:
   * A dedicated team to help manage client and Job Expert queries. They work under the Admin and respond to support tickets or queries raised by users.
2. **Financial Officer (Optional)**:
   * Handles complex payment-related issues and coordinates the payment system's integration with local banks or mobile payment methods, particularly considering the popularity of mobile money across Africa.

### Innovative Features to Distinguish the Platform:

1. **Domain-Specific Certification Programs**:
   * The platform could offer in-house certification or partnership with educational institutions for Job Experts to complete short courses or certifications.
   * This adds credibility and boosts the confidence of clients when hiring certified Job Experts.
2. **Mobile Money Integration**:
   * Considering Africa's high usage of mobile money, the platform will allow payments via services like M-Pesa, MTN Mobile Money, and Orange Money.
   * This increases accessibility for users in regions where traditional banking isn't widely available.
3. **Referral and Rewards System**:
   * A referral program to incentivize clients and Job Experts to bring more users to the platform.
   * A reward system where users earn points for activities like completing a booking, referring others, or completing certifications. Points can be redeemed for discounts or service promotions.
4. **Offline Service Booking and Scheduling**:
   * Many regions in Africa have inconsistent internet access. The platform could allow offline booking where clients can call or SMS a hotline to book services, and the system processes it when the user is back online.
5. **AI-Powered Job Matching and Suggestions**:
   * Use AI to recommend Job Experts to clients based on their location, previous bookings, and the nature of their job request.
   * The AI will also provide personalized recommendations for Job Experts on improving their profiles based on client feedback.
6. **Community Building for Job Experts**:
   * A built-in community feature where Job Experts can network, share ideas, and collaborate on projects.
   * A mentorship program where more experienced Job Experts can mentor newcomers and help them succeed on the platform.
7. **Dynamic Pricing**:
   * Introduce a system where Job Experts can set variable pricing depending on the project type, complexity, and urgency.
   * Clients could also negotiate prices with Job Experts through an integrated bidding system.
8. **Skill-Based Workshops and Training**:
   * Regular virtual or in-person workshops where Job Experts can learn new skills, improving their service offerings.
   * These workshops could be hosted by industry experts from across Africa and feature African success stories to inspire others.
9. **Localized Support and Language Options**:
   * Support for multiple languages (French, English, Swahili, Arabic, etc.), catering to the diverse linguistic landscape of Africa.
   * Customer support teams from different regions to offer localized help in native languages.
10. **Impact Tracker**:
    * A feature that tracks the social impact of the platform. It could show the number of jobs created, the total earnings by Job Experts, and the regions benefiting most from the platform.
    * This can be used to promote the platform as a tool for socio-economic development in Africa.

### Case Study: Africa Contextualization

* **Focus on Local Expertise**: Highlight the diversity and unique expertise that exists across African regions (e.g., artisans, builders, digital marketers, IT consultants) to foster economic empowerment locally.
* **Promoting Indigenous Knowledge**: Encourage traditional African skills and professions, such as local crafts, textile design, and cultural consultancy, giving them space in the Job Expert domains.
* **Addressing Urban-Rural Divide**: Ensure that both urban and rural Job Experts can benefit by integrating offline payment options and promoting mobile-friendly versions of the platform.
* **Social Good**: The platform could have an integrated section where clients can offer to donate towards causes such as education, health, or job training for underprivileged communities in Africa.

## ****Job Seeker Dashboard Features****

**1. Profile Overview:**

* **Personal Information:** Name, contact details, location.
* **Professional Summary:** Brief overview of skills and experience.
* **Skills:** List of technical skills and certifications.
* **Experience:** Work history with job titles, companies, and responsibilities.
* **Education:** Educational background with degrees, institutions, and majors.

**2. Portfolio Management:**

* **Portfolio Uploader:** Upload various types of files (e.g., documents, images, videos).
* **Portfolio Organization:** Categorize and tag portfolio items for easy management.
* **Portfolio Visibility:** Control who can view your portfolio (public, private, specific clients).

**3. Job Applications:**

* **Saved Jobs:** List of jobs you've saved for later application.
* **Applied Jobs:** Track the status of your job applications.
* **Application History:** View past applications and feedback.

**4. Messages:**

* **Inbox:** Receive messages from clients and platform administrators.
* **Sent Messages:** View your sent messages.
* **Thread View:** Manage conversations with individual clients.

**5. Notifications:**

* **Job Matches:** Receive notifications when new jobs match your skills.
* **Client Messages:** Get notified of new messages from clients.
* **Platform Updates:** Stay informed about platform changes and announcements.

**6. Earnings:**

* **Payment History:** View your payment history and earnings.
* **Pending Payments:** Track payments awaiting approval.
* **Withdrawal Options:** Choose your preferred withdrawal method.

**7. Settings:**

* **Account Information:** Update your profile details.
* **Password Reset:** Change your password for security.
* **Notifications:** Manage your notification preferences.
* **Privacy Settings:** Control your privacy options.

**8. Analytics:**

* **Job Application Performance:** Track the success rate of your applications.
* **Client Feedback:** View client reviews and ratings.
* **Engagement Metrics:** Analyze your interactions with clients.

**9. Community:**

* **Forum Participation:** Join discussions and share knowledge with other job seekers.
* **Networking:** Connect with other professionals in your field.
* **Industry News:** Stay updated on industry trends and developments.

**10. Resources:**

* **Career Advice:** Access tips and resources for career advancement.
* **Skill Development:** Find courses and tutorials to improve your skills.
* **Job Search Tips:** Get guidance on effective job searching strategies.

By providing these features, the job seeker dashboard can empower users to effectively manage their profiles, apply for jobs, communicate with clients, and track their career progress on the JobConnect platform.



what are the feature that the client/user should have in this jobconnect app?

Afficher les suggestions



## ****Client/User Dashboard Features****

**1. Job Posting:**

* **Create Job Postings:** Easily post new job openings with detailed descriptions, requirements, and desired qualifications.
* **Manage Posted Jobs:** Edit, pause, or close existing job postings.
* **Track Applications:** View job applications and candidate profiles.

**2. Candidate Search:**

* **Advanced Search Filters:** Use various filters (e.g., skills, experience, location) to find suitable candidates.
* **Candidate Profiles:** View detailed candidate profiles, including resumes, portfolios, and skills.
* **Saved Candidates:** Save candidates for future consideration.

**3. Messaging:**

* **Direct Messaging:** Communicate directly with candidates.
* **Project Discussions:** Discuss project details, timelines, and expectations.
* **File Sharing:** Share documents, files, and resources.

**4. Project Management:**

* **Create Projects:** Set up projects with specific tasks, deadlines, and budgets.
* **Assign Tasks:** Assign tasks to hired candidates.
* **Track Progress:** Monitor project progress and deadlines.

**5. Payments:**

* **Manage Payments:** View payment history, pending payments, and invoices.
* **Pay Candidates:** Process payments securely and efficiently.
* **Dispute Resolution:** Handle any payment disputes or issues.

**6. Reviews and Ratings:**

* **Rate Candidates:** Provide feedback and ratings for candidates.
* **View Candidate Reviews:** Read reviews from other clients.

**7. Notifications:**

* **Job Application Notifications:** Receive notifications when new candidates apply for your jobs.
* **Message Notifications:** Stay updated on new messages and project updates.

**8. Community Features:**

* **Forum Participation:** Join discussions and connect with other clients.
* **Industry News:** Stay informed about industry trends and best practices.

**9. Settings:**

* **Account Information:** Update your profile and contact details.
* **Password Reset:** Change your password for security.
* **Notifications:** Manage your notification preferences.

**10. Resources:**

* **Hiring Guides:** Access helpful resources and tips for effective hiring.
* **Contract Templates:** Use pre-designed contract templates.
* **Legal Advice:** Get guidance on legal matters related to hiring.

## ****Admin Dashboard Features****

**1. User Management:**

* **Create and Manage Accounts:** Create new accounts for clients and job seekers.
* **Edit User Profiles:** Modify user information and permissions.
* **Delete Accounts:** Remove inactive or violating accounts.

**2. Job Posting Management:**

* **Review Job Postings:** Approve or reject job postings.
* **Remove Job Postings:** Delete inappropriate or outdated postings.
* **Manage Categories:** Organize job postings into categories.

**3. Candidate Profile Management:**

* **Review Candidate Profiles:** Verify candidate information and qualifications.
* **Approve or Reject Profiles:** Approve or reject profiles based on criteria.
* **Remove Profiles:** Delete inappropriate or inactive profiles.

**4. Payment Management:**

* **Track Payments:** Monitor payment transactions and statuses.
* **Process Refunds:** Handle refund requests and process refunds.
* **Manage Payment Gateways:** Integrate and manage payment gateways.

**5. Dispute Resolution:**

* **Handle Disputes:** Mediate disputes between clients and job seekers.
* **Resolve Issues:** Find solutions to payment, contract, or other disputes.

**6. Analytics and Reporting:**

* **User Statistics:** Track user growth, engagement, and demographics.
* **Job Posting Performance:** Analyze job posting views, applications, and conversions.
* **Payment Analysis:** Monitor payment trends and revenue.

**7. Communication Management:**

* **Monitor Messages:** Review messages between clients and job seekers.
* **Intervene if Necessary:** Address disputes or inappropriate messages.

**8. Platform Settings:**

* **Customize Appearance:** Modify the platform's design and layout.
* **Update Terms of Service:** Manage platform policies and agreements.
* **Configure Settings:** Adjust various platform settings (e.g., email notifications, payment options).

**9. Security and Compliance:**

* **Monitor Security:** Ensure platform security and protect user data.
* **Adhere to Regulations:** Comply with relevant laws and regulations (e.g., data privacy).

**10. Customer Support:**

* **Manage Inquiries:** Respond to user inquiries and provide assistance.
* **Resolve Issues:** Address technical problems and customer complaints.