



POSITION OVERVIEW – BUSINESS SUPPORT SPECIALIST

Position: Business Support Specialist

Reports To: Business Resilience Coordinator

Background:

The Center for International Private Enterprise (CIPE) strengthens democracy around the globe through private enterprise and market-oriented reform. CIPE is one of the four core institutes of the National Endowment for Democracy, and is an affiliate of the US Chamber of Commerce. Since 1983, CIPE has worked to build the political, market and civic institutions vital to a democratic societies and private sector led economies. CIPE's key program areas include anti-corruption, public governance reform, support of civil society, property rights, economic empowerment of at-risk communities, and opening political space in closed societies.

In Papua New Guinea, CIPE is implementing a women's economic empowerment project funded by the U.S. and Australian governments. The overarching mission of this CIPE project is to create an entrepreneurial ecosystem for women in Papua New Guinea through establishing a Women's Business Resource Centre (WBRC), integrating entrepreneurship into the curriculum of Papua New Guinean universities, and providing technical assistance to women's business organizations in PNG. The WBRC is housed at:

Century 21 Building
Lot 51, Section 35, Kunai Street, Hohola
(PO Box 599)
Konedobu, NCD

PAPUA NEW GUINEA

Through the WBRC, CIPE will respond to the needs of vulnerable women entrepreneurs critically impacted by the COVID-19 pandemic with new Business Support Programs aimed at increasing the resilience of businesses beginning in 2021. These programs will include the Business Support Hotline, an online and virtual library of business materials, and Business Adaptation Coaching. The nationwide hotline will provide timely updates on government policies impacting the business community, business-related information and resources, and referrals to other community resources. This Business Support Hotline would be the first of its kind in PNG to offer business-specific information to entrepreneurs of all sectors and backgrounds.

In tandem with the hotline intake system, the WBRC will build a digital library, or E-Library, for relevant business information and resources pertaining to government policies and business advice. The E-Library will be a powerful and fee-free tool that will arm women with the knowledge that they need to build their businesses.

Additionally, the Business Support Programs will include a Business Adaptation Coaching portion offered in partnership with The Difference Incubator. This program will offer a series of coaching sessions for businesses that meet basic requirements and apply. All recruitment and marketing for the business coaching program, as well as promotion of the business hotline and E-Library will be done by the WBRC.

Role Summary:

CIPE PNG is seeking part-time Business Support Specialists (BSS) for the Business Support Hotline of the program to answer calls and provide high quality support, information, resources, and referrals as appropriate. The Business Support Specialist will be physically located at the WBRC. The candidate should be available 30 hours per week, possibly including availability on weekends.

Business Support Specialists can work a myriad of shifts to ensure sufficient coverage throughout the week. Business Support Specialists will take inbound calls to connect women entrepreneurs across the country via phone calls, in addition to written communication through SMS, WhatsApp, and Facebook messenger. The position will also require individuals to proactively make direct outbound phone calls and text messages to market the hotline and to help enhance service provision for a wider audience. Additionally, outbound calls provide an opportunity to address the current void of information on the target population by collecting data through the calls to better understand the needs of women entrepreneurs. Given the lack of data surrounding the impact of COVID-19 on women-owned and –operated businesses in PNG, these outbound calls will help to build a knowledge base of evidence that will address gaps in data on the PNG SME sector. Based on the collected data, CIPE will produce semi-annual reports, which the Business Support Specialists will contribute to.

Additionally, the Business Support Specialists will be trained to identify women entrepreneurs requiring attention beyond the provision of static information or referrals. For those needing more in-depth consultation and business coaching, the Business Support Specialists will refer them to the Business Adaptation Coaching portion offered in partnership with The Difference Incubator for tailored coaching for increased business resilience.

Primary Duties to be Performed:

- Answer inbound calls and proactively place outbound calls to assess individuals' needs and assist individuals with questions related to government policies impacting the business community, business-related information and resources, and referrals to other community resources.
- Follow up on pending calls and text messages in a timely manner.
- Refer callers who require in-depth consultation and business coaching to the Business Adaptation Coaching program for tailored business coaching.
- Coordinate monthly case management meetings to ensure complex cases are appropriately followed up.

- Evaluate the effectiveness of meeting the needs of callers by sending surveys following phone calls or exchanges.
- Confidentially document key data points after consent is given by callers to record in a simple online database.
- Maintain active communication with the WBRC team to provide regular program updates for strong case management.
- Provide data analysis support for CIPE's semi-annual reports on the impact of COVID-19 on women entrepreneurs.
- Maintain regular attendance based on an agreed schedule or be available for unplanned overtime as necessary to meet program needs.

Key Qualifications:

- At least 1 year of experience in development, business advocacy, social work, counseling or other related fields preferred. No prior experience is required (training will be provided).
- Ability to quickly process information and find appropriate resources in real time.
- Fluency in Tok Pisin required, with excellence in English composition.
- Fluency in Papua New Guinean Sign Language (PNGSL) or American Sign Language (ASL) is highly desired.
- Candidate must be comfortable in both a physical and virtual call center environment, including phone-based outreach and support.
- Ability to work with a sensitive nature with people of various cultures, languages, socio-economic status, age, religion, gender, sex, and disabilities.
- Strong emotional intelligence, sense of discretion, and confidentiality required.
- Proficiency with computers, software applications, phone systems, social media platforms (SMS, WhatsApp, Facebook), etc. Candidate should have experience using a computer system and phone system simultaneously.
- Ability to work in a team environment and independently with limited supervision.
- Strong skills in Microsoft Office, specifically MS Word, Excel, Outlook, and One Drive is required.
- Familiarity with telecommunications platforms such as Skype and Zoom are required.
- Ability to maintain a flexible schedule and work evenings and weekends as needed.
- Polite, professional with a customer service orientation is required.
- Must be eligible to work in PNG and based in Port Moresby.

Duration:

This is a one year fixed-term, part-time position following successful completion of a 3-month probationary period. All Business Support Specialists will be required to attend at least three training sessions and monthly coaching sessions.

To Apply:

To apply for this exciting opportunity, please submit a resume or CV and a cover letter for the Business Support Specialist position posted under “Opportunities” at www.cipe.org. Only candidates selected for an interview will be contacted. No phone calls please.