



Terms of Reference

Customer Service Mentor

About Leaders International

Leaders International is an international network of local organizations that plans, manages, and monitors innovation and economic development interventions in the region. Through its offices in Brussels, Amman, and Ramallah, Leaders International provides complete project-management services with a focus on private-sector development, enterprise development, job creation, entrepreneurship, D4D, economic policy dialogue, and tourism value chain development.

Background

As a partner in the MEDSt@rts project, Leaders International is implementing the project activities in Palestine. MEDSt@rts - Med microfinance support system for start-ups - project is financed by the European Union's ENI CBC Med Programme and implemented in Italy, Greece, Tunisia, Palestine, and Lebanon.

MEDSt@rts addresses young and highly motivated people with innovative ideas - usually high-risk companies - and supports them in developing their business. Leaders International intends to recruit a qualified Customer Service that will carry out activities related to the project.

Purpose:

Mentor(s) will provide professional counseling and advice to the MedSt@rts Participants, focusing on skills training, business guidance, professional contacts, and problem-solving.



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Scope of the work:

As part of MedSt@rts objectives for sustainable development and durability, mentor(s) are responsible for the provision of support and assistance services to the 15 MedSt@rts entrepreneurs and startups through online mentorship sessions. The mentor is responsible for transferring viable and necessary knowledge and skills needed for each individual project to succeed.

The Customer Service Mentor is responsible for mentoring MedSt@rts participants and allowing them

the knowledge needed to provide easy and enjoyable experiences for the customer, with the ultimate goal

of facilitating the growth of the startup. They are also in charge of developing thorough customer service

plans that will allow the start-ups long-term guidance and success.

Deliverables:

- Delivery of a total of 150 hours of one-to-one mentorship sessions to 15 startups, ensuring that each startup/team receives a total of 10 hours of Customer Service -related mentorship during the timespan decided by Leaders International.
- Assistance of the MedSt@rts entrepreneurs in drafting and developing complete and comprehensive Customer Service plans, that allow for building successful B2C relationships.
- Teaching mentees how to employ the best customer service practices to attract customers and create customer satisfaction and loyalty. Topics include, but are not limited to, the following:
 - Provision of support to prospective and existing customers
 - Social media management for effective communication with customers
 - Teaching essential skills for customer service, such as patience, problem-solving, and creativity
 - How to effectively train staff members to be helpful and knowledgeable
 - Customer engagement
 - Dealing with complaints, problems, and misconceptions

Outputs:



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- 150 hours of mentorship sessions
- 15 customer service plans
- Training materials
- Training outline
- Video recordings of each training session
- Meeting minutes of each training session
- Screenshots

Expected implementation timeframe:

- Implementation will be based on specific needs of the targeted beneficiaries, and will be between April, 2021 – June, 2021.

Qualification, Knowledge, and Experience

- At least a Bachelor's Degree in Marketing, Business Administration, PR, or any other relevant field.
- Personal flexibility and high motivation.
- Experience in similar projects and working in teams.
- Excellent interpersonal and communication skills in both Arabic and English.
- Excellent planning and administration skills.

To apply for this opportunity, please send your CV along with the Financial offer to vacancies@leadersinternational.org no later than 25/03/2021.



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FINANCIAL OFFER FORM

FOR

“MED Microfinance support system for start-ups – MEDSt@rts Project”

Please fill in the table below and submit it along with your CV to: vacancies@leadersinternational.org

Name of subject: **Customer Service Mentor/ MEDSt@rts**

| | |
|--------------------------------|--|
| First Name, Last Name | |
| Address | |
| Mobile | |
| E-mail address | |
| Nationality (for tax purposes) | |
| Expected daily rate in EUR | |



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