

# Job Profile

<b>Job/Title:</b>	Personal Assistant & Business Administrator (PA & BA)
<b>Job level/profile:</b>	Position of trust and confidentiality
<b>Legal Entity/Department:</b>	PalletBiz Middle East General Trading Ltd.
<b>Direct reference:</b>	MD & Group COO (UAE based)
<b>In-direct references:</b>	GSS & Corp. Heads (EU based)
<b>Back-office (s):</b>	Regional office, Dubai, UAE

PalletBiz is an international manufacturer and distributor Franchise Network, developing and maintaining a unique Business System for Packaging and Handling Materials made from wood, metal and (and in the future, plastic) – primarily focusing on both standard returnable transit packaging (e.g., pallets, crates, collars, bins, frames, etc.), as well as custom designed and manufactured products for our customers. The Business System has been franchised to several countries in Europe, Middle East and Africa – and the PalletBiz Network is currently operational in 10 countries, with the Franchisor entity, PalletBiz Franchising Zrt. located in Budapest, Hungary. Visit our website at [www.palletbiz.com](http://www.palletbiz.com) to learn more about the company.

As we are expanding our footprint within GCC and due to the fact that the Group COO recently has relocated from Europe to UAE to head up the region, this will require personal assistance as well as back-office support and overall business administration, why we wish to employ you as our:

## Personal Assistant & Business Administrator (PA & BA)

(Location: Dubai, English-speaking)

As our new employee you will be joining a small team with the Group COO who is also the MD and Regional Head of the GCC region alongside his role as a board member in PalletBiz Corporate. The Regional Business Development Manager is also part of the regional team which together with PalletBiz Corporate in Europe, overlooks the development of the franchise network in GCC.

***The PA & BA will work directly with the COO to assist him in everyday planning, coordination, and execution. The position will support the regional development as a back-office support function while being an extended arm of the corporate division.***

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## Duties and responsibilities

The function you will attain will take part of collaboration across multiple teams and perform several different tasks primarily as indicated below:

### **Assisting Group COO**

The Group COO has many roles & responsibilities within the company, and it will be your primary role to ensure that his everyday schedule is as efficient and effective as possible. This includes but not limited to planning, coordination and execution of calendar events, preparation to meetings, taking minutes of meetings, transcribing, clean writing as well as handling of documents and letters/courier etc.

### **Business administration and back-office support**

You will be acting as a coordinator and support function for the regional teams with inquiries regarding business administration, while also performing as a back-office function in regional commercial activities, with focus on supplier & customer service. You will be overall assisting the regional team, as well as regional and corporate management with other practical everyday tasks (TBD).

You will overlook and assist in achieving a high utilization of the PalletBiz Franchising Communication Systems and Tools, including CRM, P-Design (design tool), ERP.

### **Place and time of work:**

The position is a full-time (40 hours/week) where majority of the time will be spent at the office location (place TBC).

### **Job success criteria and performance goals:**

The below will be the standard job success criteria

- Attaining the job mission and vision as per above as well as any performance goals agreed between the employee and employer.
- Respecting, living by – and promoting the company values in every aspect of the work – and in all relations with fellow PalletBiz employees, clients as well as suppliers – in many occasions acting on behalf of the COO.

Job success criteria and performance goals are reviewed during the course of the employment.

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## Competencies & capabilities

As one of the key objectives of the position is to free time from the COO on administrative duties – our PA & BA must possess both strong structural abilities and excellent written and oral communication skills.

Please study both the core skills (must have) and the advanced skills (nice to have) as both could play a role in you being the right candidate and chosen person for the position.

### Core skills – must have:

- Fluent English language skills – both orally and written
- Knowledge of UAE or the GCC region – business ethics, culture – having been in the region for 3+ years
- Educational background and/or professional experience with Business Administration for 5+ years for either one or combined
- Experience with the role as PA or other assistant positions
- Knowledge or experience in **commercial or customer service processes**, preferably in **B2B** operations.
- High proficiency in **MS Office** (in particular Word, Excel and PowerPoint).

### Advanced skills – nice to have:

- Proficiency in **Arabic**.
- Knowledge of supply chain from **industrial sectors**.
- Proficiency in any other **business management software**.

### Personal characteristics:

- You have good structural abilities and systematic thinking, and you are very organized and detail oriented. Attention to detail is a high prioritized characteristic of this position
- You must be able to work independently as well as in teams – respecting a multi-country organizational structure and to be able to think “out of the box”.
- You are able to balance and manage multiple roles and responsibilities, while understanding how the different processes are connected.
- You must be able to work equally well with many different cultures and organizational levels.
- You are self-driven, curious, and commercially oriented.
- You are outgoing, energetic, and socially intelligent
- You identify with our core corporate values: openness, loyalty, proactiveness, win-win attitude.