

# **Duties and Responsibilities of Employees**

## **Duties and Responsibilities of Employees**

**Article (25):** Employees must abide by the official working hours and not be absent from work or leave during it except with the permission of the direct manager and taking into account the administrative decisions issued in this regard.

**Article (26):** The employees must carry out the work in the manner required of them and implement the instructions of their direct superiors or their representatives.

**Article (27):** Employees must maintain their appearance and reputation inside and outside the company, and their relations with their colleagues should be based on respect and cooperation.

**Article (28):** Without prejudice to the company's right to compensation, employees must maintain the company's secrets and are prohibited from leaking, photocopying, or copying any information and data from the company's records and documents, as well as making statements through newspapers or other means of publication without written permission to do so.

**Article (29):** The employees must maintain the interests, money, and property of the company and keep the books, records, and documents inside the places designated for them even after the end of the official working hours.

**Article (30):** Without prejudice to the company's right to claim compensation, employees must not disclose information and data that they are exposed to by virtue of their jobs, which may lead to harm to the company's reputation or property, and this obligation remains in place even after leaving work.

**Article (31):** The employee who is entrusted with the work of another employee must be responsible for performing it honestly and faithfully, and he will be fully responsible for this work before his superiors.

**Article (32):** Employees must observe the provisions of applicable laws, regulations, and decisions, and abide by public order and morals during work.

**Article (33):** Employees may not accept gifts from others because of the work they perform in the name of the company.

**Article (34):** Employees may not exploit the positions and powers granted to them to achieve private interests in a way that prejudices the interest of the work, and this is considered an abuse of authority.

**Article (35):** Employees are prohibited from combining work for the company with any other work, whether paid or unpaid, without prior permission from the company.

**Article (36):** Every employee who violates the duties stipulated in the foregoing or deviates from the requirement of duty in the performance of his job shall be subject to the list of penalties in force in the company by the branch manager, and the executive director shall be notified of the measures taken to take the appropriate measures.

### **Job description for the jobs of the integrated company:**

#### **1- Chairman of the Board of Directors:**

- He works alone and within the powers conferred upon him and chairs the board of directors and adopts the necessary plans to achieve the objectives of the company or body he is in charge of, follows up on their implementation, manages subordinates, and develops their skills.

- Approving the agenda of the Board of Directors, inviting it, chairing the meetings of the Authority's Board of Directors, following up on the implementation of its policy, representing the company before the official authorities, and signing contracts on its behalf.
- Adopting the necessary plans to achieve the objectives set for the company he heads, following up on their implementation, and issuing the decisions, instructions, and regulations necessary to organize the work in the company.
- Forming the various committees and adopting their recommendations and decisions.
- Follow up on the preparation of the estimated budget and the final account of the company, discuss the financial position, reports the periodic activity of the company, and monitor and review the workflow of all departments and branches of the company.
- Technical and administrative supervision of subordinates, evaluating their performance and achievements and proposing programs to raise the level of their skills and develop their capabilities.

**Source:** Unified Occupational Classification Guide prepared by the Arab Labor Organization.

## **2- General Manager:**

- **Objective and purpose of the job** to perform all the tasks and responsibilities entrusted to the general manager, and to participate effectively in setting and formulating goals, as well as planning and organizing the workflow in the facility to ensure the achievement of the specified goals.
- **Direct Chairman:** The Chairman of the Board of Directors.
- **Roles and responsibilities:**
  1. Participate in setting the main objectives of the company and participate in their formulation.
  2. Dividing the main objectives into sub-goals for each department, in cooperation with the CEO, in a way that achieves the achievement of the company's main objectives.
  3. Participate in the development of plans and provide advice to the CEO and department managers.
  4. Approving the executive plans and programs after reviewing and verifying them, as well as the initial approval of the implementation budgets.

5. Attending Board of Directors meetings, formulating and legalizing the recommendations and decisions issued, and setting appropriate plans.
6. Presiding and managing the company's periodic meetings and issuing appropriate decisions based on the facts presented.
7. Participate in the formulation and preparation of senior management procedures with the management representative for the quality system and the director of planning and quality assurance.
8. Adopting and reviewing the quality policy and submitting it to the representative of the Board of Directors (the Managing Director) for final approval.
9. Adopting and reviewing the quality manual and submitting it to the representative of the Board of Directors (the Managing Director) for final approval.
10. Initial approval of the organizational structure to be presented to the representative of the Board of Directors (Managing Member) for final approval.
11. Initial approval of promotions, job placement, and salaries at the end of each year to be presented to the representative of the Board of Directors.
12. Final approval of the annual budget before presenting it to the representative of the Board of Directors (the Managing Director).
13. Initial approval of the executive contracts after their review by the CEO, whether they are for the benefit of the company or as an obligation on the company to present them to the representative of the Board of Directors (the Managing Director) for final approval.
14. Representing the company in front of others, as well as in events, parties, and official interviews, with the authorization of the representative of the Board of Directors.
15. Submit monthly, semi-annual, and annual reports to the Chairman of the Board of Directors and discuss these reports in Board meetings.

**Scope of responsibility and supervision:** The general manager is fully responsible for the general performance of the company, as well as responsible for all the decisions he signs and for the integrity of any document he approves, and he must issue loading orders and work orders, and he is responsible and supervisor for each of:

- 1- The Executive Director (the principal responsible for the Director-General)

- 2- The legal advisor (as an advisory body to clarify the legal dimensions of any problem or decision and as responsible for the integrity of the legal system in the company and the responsibility directly).
- 3- Sales Manager (direct responsibility).
- 4- Managing Director (direct responsibility).
- 5- Financial manager (direct responsibility).
- 6- Technical support manager (direct responsibility).
- 7- Technical Director (direct responsibility).
- 8- Executive secretariat (direct responsibility).

• **Powers and Authorities:**

1. The General manager has the full right and absolute authority to hold accountable and review the work, impose administrative penalties, and issue an order for the payment of bonuses and incentives (after approval by the representative of the Board of Directors) to each of the above mentioned within the scope of responsibility and supervision.
  2. The general manager has the full right to issue recommendations for imposing penalties, dismissal, referral to the investigation, and disbursement of rewards and incentives to all employees and officials of the company, and the direct official should take the recommendation of the general manager seriously and with interest, provided that the final decision is for the representative of the board of directors (the managing director)
  3. The general manager has the absolute right to ask all employees and officials about work conditions and problems facing them at any time.
  4. The Director-General has the absolute right to enter all areas prohibited for non-workers to enter, accompanied by the person responsible for the area, and he has the full right to inquire, question, and investigate.
  5. The general manager has the absolute right to issue all decisions that lead to improving performance and improving business results, after studying the organizational and legal dimensions of these decisions (and after approval and approval of the representative of the Board of Directors), and he is responsible for them as full responsibility.
- **Educational Qualifications:** The General Manager must hold any of the following qualifications:
- 1- Bachelor of Commerce - Department of Business Administration (Arabic.)

- 2- Bachelor of Commerce - Department of Business Administration (English)
- 3- Bachelor of Foreign Trade - Department of Business Administration - Bachelor of Management Information Systems
- **It is preferable for the general manager to hold any of the following qualifications:**
  1. MBA in Decision Making
  2. Postgraduate studies in strategic planning (MBA of Strategic Planning)
  3. Postgraduate Studies in Human Resources Management (MBA in Human Resources Management)
  4. Postgraduate Studies in Total Quality Systems (MBA of TQM)
  5. MBA in commercial Firms Management
- **Experience:** The general manager would prefer to have any of the following previous experiences:
  1. At least 15 years of administrative work experience, of which at least three are in a similar position (external experience).
  2. Three years' experience as an Executive Director (in-company experience)
  3. Five years' experience as a management representative for a quality system (in-company experience)
  4. Five years' experience as an administrative manager (experience within the company)
- **Languages:**
  1. Arabic language: fluent in speaking and writing
  2. English: Very good, at least speaking and writing is preferred
- **Skills:** The general manager must be proficient in the following skills:
  1. Formulating and setting goals
  2. Effective Planning
  3. Make decisions based on facts
  4. Good dealing with computer programs is preferred
  5. Dealing with office equipment
  6. High leadership and management skills
  7. Managing administrative meetings and conducting official interviews
  8. Communication skills and communication with others and the delivery of technical information to non-specialists
  9. Coordination skills and burden distribution
  10. Forecasting skills and strength of observation
  11. Negotiation skills in the fields of work

- **Personal characteristics:** The general manager must have the following characteristics:
  1. Punctuality.
  2. Focus and logical thinking.
  3. Very high IQ.
  4. Calm and non-impulsive.
  5. Preferably not be sick with diabetes, pressure, heart or irritable bowel.
  6. Tact in speaking and with a cheerful face.
  7. Good listening, understanding, and realizing situations with awareness and concentration.
  8. Good-looking and elegant.
  9. The ability to face critical situations wisely.
  10. Taking responsibility and facing the consequences of decisions steadily.
  11. Strength of character, composure, and firmness.
  12. It is preferable that the age upon appointment to the post of the general manager should not be less than 40 years and not more than 50 years.

### **3-Executive Director:**

- Objective and purpose of the job: Participation in the formulation of goals and development of plans, responsibility for preparing executive programs for the approved plans, and activating and implementing the decisions of the General Manager on the ground
- **President:**
  - o Chairman of the Board of Directors (Indirect Chairman)
  - o General Manager (direct manager)
- **Roles and responsibilities:**
  1. Deputizes for the general manager in case he is not present due to travel conditions, sickness, vacations, or vacancy of the position.
  2. Participate in setting the main objectives of the company and participate in their formulation.
  3. Responsible for dividing the main objectives into sub-goals for each department in cooperation with the General Manager in a way that achieves the achievement of the company's main objectives.
  4. Participation in developing plans and providing advice and advice to the general manager, the board of directors and department managers.



5. Review and verify implementation plan and programs, as well as implementation budgets, before being approved by the Director General.
6. Attending the meetings of the Board of Directors and cooperating with the Director General in formulating and codifying the recommendations and decisions issued and setting appropriate plans.
7. Attending periodic meetings, formulating, and legalizing recommendations and decisions issued, and setting appropriate executive programs and sub-plans.
8. Review and audit all procedures, records, forms, and instructions for the quality system after review by the management representative for the quality system.
9. Review and audit the quality policy before submitting it to the general manager.
10. Review and audit the quality manual before presenting it to the general manager.
11. Review and audit the organizational structure before submitting it to the Director General.
12. Participate in the formulation and preparation of the procedures of the senior management with its representatives and quality assurance.
13. Final review of promotions, job placement and salaries at the end of each year before presenting to the General Manager.
14. Final review of the annual budget before submitting it to the Director General.
15. Representing the company in front of others, as well as in events, parties and official interviews, with the authorization of the representative of the Board of Directors.
16. Take all the necessary decisions that enable the Executive Director to implement the mandates and plans he is charged with.
17. Submit bi-monthly, monthly, semi-annual, and annual reports to the Director General and discuss these reports in periodic meetings.

**Scope of responsibility and supervision:** The CEO is fully responsible for the overall performance of the company in conjunction with the General Manager, as well as responsible for all decisions he signs and is responsible for the integrity of any document that he approves or reviews, and he must issue orders entrusted with this:

- 1- Executive secretarial personnel.

- 2- Sales manager.
- 3- Legal Counsel.
- 4- Technical Support Manager.
- 5- Financial manager.
- 6- Technical Director.

- **Powers and Authorities:**

1. The Executive Director has the full right and absolute authority to hold accountable and review the work, impose administrative penalties, and issue an order for the disbursement of bonuses and incentives (after the approval of the representative of the Board of Directors) for each of the above within the scope of direct responsibility.
2. The CEO has the full right to issue recommendations for imposing penalties, dismissal, referral to the investigation, and disbursement of rewards and incentives to all employees and officials of the company, and the direct official must take the recommendation of the general manager seriously and with interest, provided that the final decision is for the representative of the Board of Directors.
3. The CEO has the absolute right to ask all employees and officials about work conditions and problems facing them at any time.
4. The Executive Director has the absolute right to enter all the areas where entry is prohibited for non-workers, accompanied by the person responsible for the area, and he has the full right to inquire, question, and investigate.
5. The CEO has the absolute right to issue all decisions that lead to improving performance and improving business results, after studying the organizational and legal dimensions of these decisions (and after the approval of the representative of the Board of Directors), and he is responsible for them as full responsibility.

- **Educational Qualifications:** The Executive Director preferably holds any of the following qualifications:

- 1- Bachelor of Commerce - Department of Business Administration (Arabic)
- 2- Bachelor of Commerce - Department of Business Administration (English).
- 3- Bachelor of Foreign Trade - Department of Business Administration.
- 4- Bachelor of Management Information Systems.

- **Training courses:** The CEO of the General Manager must have passed the following training courses:

1. Concepts of quality systems.

2. Internal audit.

- **Experience:** The CEO is preferred to have any of the following previous experiences:

- 1- At least 10 years of administrative work experience, of which at least three are in a similar position (external experience).
- 2- Three years' experience as a management representative for the quality system (experience within the company).
- 3- Five years' experience as an administrative manager (experience within the company).

- **Languages:**

1. Arabic language: fluent in spoken and written.
2. English: Very good, at least speaking and writing is preferred.

- **Skills:** The CEO must be proficient in the following skills:

1. Formulating and setting goals.
2. Effective planning.
3. Preparing the executive programs of the approved plans.
4. Making decisions based on facts.
5. Good dealing with computer programs is preferred.
6. Dealing with office equipment.
7. High leadership and management skills.
8. Extensive knowledge of the company's field of work.
9. Managing administrative meetings and conducting official interviews.
10. Communication skills and communication with others and the delivery of technical information to non-specialists.
11. Coordination skills and burden distribution.
12. Prediction skills and the power of observation.
13. Negotiation skills in the fields of work.

- **Personal Traits:** The CEO must have the following characteristics:

- a. Punctuality.
- b. Focus and logical thinking.
- c. Very high IQ.
- d. Calm and non-impulsive.
- e. Preferably not be sick with diabetes, pressure, heart, or irritable bowel.
- f. Tact in speaking and with a cheerful face.
- g. Good listening, understanding, and realizing situations with awareness and concentration.
- h. Good looking and elegant.
- i. The ability to face critical situations wisely.
- j. Take responsibility and face the consequences of decisions steadily.
- k. Strength of character, composure, and firmness.

1. It is preferable that the age when appointed to the position of Executive Director should not be less than 30 years.

#### **4- Regional Director:**

- **Direct manager:** the general manager.
- **Direct subordinates:** Branch managers.
- **Responsibilities and Tasks:**
  1. The Regional Director usually has overall and direct responsibility for obtaining revenue and achieving regional objectives.
  2. Participates in the development of financial budgets and is responsible for regional profit and loss.
  3. The Regional Director oversees and is responsible for conducting interviews, hiring, training employees, planning, assigning, directing work, appraising performance, rewarding, and disciplining employees, and providing leadership on a daily basis to employees within their areas.
  4. The regional manager also oversees the development of new business typically and develops strategies to achieve profit goals in his area.
  5. He is also required to provide strategic and operational inputs to regional planning processes, and to present the findings of the report to senior management.
- **Education, Skills, and Experience Required:**
  - 1- Regional operations managers are usually required to have a bachelor's degree and at least eight years of experience in their field.
  - 2- These managers are required to be familiar with the concepts, practices, and procedures of the organization with which they work.
  - 3- They must have a demonstrable ability to lead and direct employees.
- **Educational Qualifications:** The Regional Director preferably holds any of the following qualifications:
  1. Bachelor of Commerce - Department of Business Administration (Arabic.)
  2. Bachelor of Commerce - Department of Business Administration (English.)
  3. Bachelor of Foreign Trade - Department of Business Administration.
  4. Bachelor of Management Information Systems.
- **Skills:** The regional manager must be proficient in the following skills:
  - 1- Formulating and setting goals.

- 2- Effective planning.
  - 3- Preparing the executive programs of the approved plans.
  - 4- Making decisions based on facts.
  - 5- Good dealing with computer programs is preferred.
  - 6- Dealing with office equipment.
  - 7- High leadership and management skills.
  - 8- Extensive knowledge of the company's field of work.
  - 9- Managing administrative meetings and conducting official interviews.
  - 10- Communication skills and communication with others and the delivery of technical information to non-specialists.
  - 11- Coordination skills and burden distribution.
  - 12- Prediction skills and the power of observation.
  - 13- Negotiation skills in the fields of work.
- **Personal characteristics:** The regional manager must have the following characteristics:
    1. Punctuality.
    2. Focus and logical thinking.
    3. Very high IQ.
    4. Calm and non-impulsive.
    5. Preferably not be sick with diabetes, pressure, heart, or irritable bowel.
    6. Tact in speaking and with a cheerful face.
    7. Good listening, understanding, and realizing situations with awareness and concentration.
    8. Good-looking and elegant.
    9. The ability to face critical situations wisely.
    10. Take responsibility and face the consequences of decisions steadily.
    11. Strength of character, composure, and firmness.
    12. It is preferable that the age when appointed to the position of Executive Director should not be less than 30 years.
  - **Other requirements:**

Regional Managers are required to travel a lot for the offices or branches of the company they run, and the area covered by their powers, this can include frequent overnight travel and flying.

## 5- Branch Manager:

- **Direct superiors:**
  - **Executive Director.**
  - **Regional Director.**
- **Direct subordinates:**
  - Sales manager.
  - Technical Support Manager.
- **Summary of the branch manager's work:**

The primary responsible for managing and discharging the affairs of the branch in all technical and executive fields, safety, occupational health, quality, financial, administrative, and legal, and implementing the company's general policy and plans established by the Executive Council.

- **Duties and Responsibilities:**

1. The branch manager or whoever assumes his competencies is responsible for ensuring the implementation of this guide and the decisions complementing it.
2. The branch manager is responsible for deciding on the consequences of accidents that result from the negligence of one of the employees, if this negligence results in responsibility on the authority he heads, provided that this is approved by the higher authority.
3. The branch manager prepares the planning budget estimates.
4. He approves the branch's cash budget or its amendments before it is approved by a member of the board of directors or submitted to the higher management.
5. In cases where the withdrawal limit is increased on a specific expense item without the availability of deposits and proceeds from clients, a memorandum is submitted to the senior management with the reasons and justifications for the Chairman of the Board of Directors regarding the situation and work to increase the granted facility.
6. Approves the request to publish advertisements for vacant jobs.
7. He puts in place a system that guarantees the preparation and submission of his debts at the beginning of each month and follow-up on the implementation of that.
8. He approves a statement of the amounts withheld by the client, as well as the value of the fines (delay fines, etc.) signed by clients and their reasons, and this statement is submitted after approval to the Executive Director.

9. He approves the monthly and quarterly financial positions on the specified dates before submitting them to the Board of Directors in accordance with the instructions issued in this regard.
10. Approves the statement of financial position and final accounts at the end of the fiscal year in accordance with the unified accounting system and the instructions issued in this regard.
11. Responsible for insurance coverage on branch employees or on branch business.
12. Branch managers apply the articles of the administrative regulations as well as the internal control systems, and the executive director is informed of that.
13. Approves purchase orders and sends them to the financial department to take the necessary measures to implement the purchase process.
14. Approves the forgery requests for the equipment to be forged.
15. From a legal point of view, the director of the branch/department is considered a representative of the business owner, as he has all the powers and authorities for this. Accordingly, he is legally responsible, in solidarity with the directors of the departments, for following up on all laws and ministerial decisions related to occupational safety and health, civil defense and fire, and the requirements contained in the laws of licenses and authorities in the country. He is responsible for assigning and following-up specialists in the various work sectors under his supervision to implement all occupational safety and health requirements determined by the company's Occupational Safety and Health Department, the branch's occupational safety and health specialist, and the occupational safety and health technician in the process.
16. Applying the regulations to employees in case they violate the company's administrative regulations.

- **General Terms:**

1. An appropriate administrative and specialized qualification.
2. Passing the training programs offered by the company in the field of management.
3. Proficiency in at least a foreign language is preferred.
4. Great ability to take decisions and follow up their implementation.
5. An ability to lead a large workgroup, direct them, motivate them, and coordinate work among them.
6. An ability to develop and follow up on plans and programs.
7. An ability to negotiate, communicate and manage successful meetings.

## **6- Production manager or technical director:**

In software development, the Technical Director is typically responsible for successfully creating and bringing a company's products to market by managing technical risks, making key software design and decisions for program implementation with development teams, scheduling tasks including tracking dependencies, managing modification requests, and educating his or her team on Technical best practices.

- **Duties and Responsibilities:**

1. Defines the technology strategy with the development team of each project: the setup phase, the tools, and the key development actions.
2. Evaluates technical risks and mitigation plan.
3. It establishes the standards and procedures that follow and measure the progress of the project.
4. Evaluates the development team, identify strengths and problem areas, and develops plans to improve performance.
5. Evaluates the interview of candidates for technical positions.
6. Discover and evaluate new technology, tools and opportunities for innovation and development excellence.
7. Pre-production Technical supervises the design of the validation and timeliness documentation process.
8. Follow up on the software entries to maintain the practical application of the initial design objectives and the impact on the project schedule in general.
9. Evaluates program implementation on design and mission accuracy.
10. It helps to identify areas of high risk for the project manager.
11. Identify vulnerable software systems that need code improvement and schedule corrective actions, when possible.
12. Establish an automated testing process for system features, where possible.
13. Get ideas throughout post-production including during finalization.

- **Education and Training:** The Technical Director needs:

1. Associate degree A bachelor's degree or professional training in a technical field. This computer includes,
2. Further training such as a master's degree improves job prospects as a technical director.
3. Having training in management or administration is an advantage. He has the experience, especially in a relevant management position, which is also a plus for this position.



- **Desirable skills:**

1. A technical manager has great initiative, and strong communication skills as this is his greatest asset, especially when dealing with employees.
2. The technical director has great skills. She also has a good understanding of complex database systems.
3. The technical manager has good facilitation skills to coordinate the technical team.
4. He has good presentation skills and leadership skills.
5. She also has good customer management skills

### **7- Business Development Manager:**

- Direct manager: the general manager.
- Responsible for: The company's employees and its branches in general.
- Job objective:
  1. Coordinating and developing the company's investment business, proposing available investment opportunities, setting future plans for expansion, and supervising the franchise management.
  2. Detailed tasks and duties:
  3. Supervising intellectual property and ensuring the implementation of all its systems, such as:
  4. Ensure that the company abides by its contract.
  5. Executing the agreed-upon branch opening plan.
  6. Creating training manuals and references for the branches.
  7. Develop a work plan for the opening, work, and cost of construction and operation needs for each branch of the company, including capital costs, materials, labor, and general expenses, and prepare adequate data related to them with all required financial analyzes.
  8. Preparing the branches' revenue budget based on the given forecasts.
  9. Supervising the development and evaluation of the financial performance of each branch of the company in cooperation with the branch manager and calculating the financial ratios of profitability and the conclusions reached based on the available data for that.
  10. Suggest external means and methods, including suggesting the use of expert houses specialized in research to carry out and supervise some studies.

11. Searching for new opportunities for business development and investments.
  12. Supervising the development of the company's internal policies and ensuring their implementation.
  13. Supervising the development of the training plan for employees and ensuring its implementation.
  14. Supervising the employment of the company's branches.
  15. Participation in the processes of organizing agreements or contracts for new investments.
  16. Develop systematic methods for developing research tools and resources for investment and calculating the company's needs.
  17. Supervising the implementation of plans and programs for investment and working to use the company's resources in a way that ensures the achievement of its objectives.
  18. Participate in the meetings that take place regarding any disputes between the company and the investor, a client, or the company's employees.
  19. Supervising the effective keeping of the company's records, correspondences, and documents and referring to them when needed.
  20. Supervising the company's publications and ensuring that they follow the company's rules and conditions.
  21. Supervising the company's boards and ensuring that they follow the company's regulations and conditions.
  22. Supervising the preparation of all official documents (commercial registry - civil defense - municipality - ... etc.). for branches of the company.
- **Functional relations:** direct contact with the general manager and with all branches of the company.
  - Specifications of the incumbent:
    - 1- Study and Training: A university degree (Bachelor/Master) in the field of business administration, or any other appropriate specialization, provided that experience and training in it cover what is not covered by university studies.
    - 2- Experience: Not less than eight years in the fields of business administration and development, provided that he has spent at least four years in a supervisory position in a similar company or a major company.
  - Skills and Languages:
    1. The ability to research, analyze and plan.
    2. To have superior administrative and leadership qualities.

3. Fluency in Arabic and English.
4. Computer skills.

### **8- Technical Support Manager:**

- **Roles and responsibilities:**

1. Follow up on the work of computers and their accessories, install software within the company, follow up on the needs of them that may arise during the work cycle, and maintain them well.
2. Follow up on providing technical support to computer users within the company.
3. Follow up on providing technical support to users of the company's programs inside and outside the company.
4. Executing maintenance requests for old clients, preparing the necessary reports on what has been implemented, and keeping these documents signed by the client within the client's file with the company.
5. Follow up on installation and training procedures for new clients and reveal the client's needs in terms of devices, servers, network, and everything related to work needs.
6. Accurately describe the problems encountered by the management and submit a report on the recurring problems to the Development Department to take into account in the new releases every period of time pre-determined by the company.
7. Preparing emergency plans and supervising them in the event of their occurrence.
8. Managing subordinates and developing their skills.

- **Academic qualifications:** The Technical Support Manager for Senior Management must hold any of the following qualifications- :

- 1- Bachelor of Commerce - Department of Business Administration (Arabic).
- 2- Bachelor of Commerce - Department of Business Administration (English).
- 3- Bachelor of Foreign Trade - Department of Business Administration.
- 4- Bachelor of Management Information Systems - Engineering Information Systems Department.

- **Training courses:**

1. Concepts of quality systems.

- **Required Experience:** Three years' experience in the same position and in the same job.
- **Personal characteristics:** The technical support manager must have the following characteristics:
  1. Punctuality.
  2. Focus and logical thinking.
  3. High IQ.
  4. Calm and non-impulsive.
  5. He should not have diabetes, stress, heart, or irritable bowel syndrome.
  6. Tact in speaking and with a cheerful face.
  7. Good listening, understanding, and realizing situations with awareness and concentration.
  8. Good-looking and elegant.
  9. The ability to face critical situations wisely.
  10. At the time of appointment to the position of Technical Support Manager, the age shall not be less than 30 years.

### **9- Sales manager:**

The role of the sales manager is as follows- :

- 1- Planning.
- 2- Organizing the sales force.
- 3- Selecting and appointing salesmen.
- 4- Salesmen training.
- 5- Directing and motivating the sales force.
- 6- Monitoring and evaluating the performance of the seller.

**Planning:** It must be known before planning the various points as follows :

1. Knowing the capabilities, skills, strengths, and weaknesses of salesmen.
2. The material resources available to him in the company.
3. Various selling expenses (such as advertising in newspapers and magazines, exhibitions, commissions of promoters and external representatives, and other expenses that may arise).

**At this stage,** the following must be done:

- 1- Determine sales products to benefit from covering the largest number of customers.
- 2- Determine the strength of each selling product.
- 3- Setting sales targets for products and distributing them to delegates.
- 4- Estimated sales budget (monthly / quarterly / annually).(
- 5- Determine the strength of the competition's Weaknesses/Strengths/Opportunities/Threats.
- 6- Preparing and coordinating everything related to advertising, media and promotional materials and explanations, and everything related to product definition, increasing knowledge and awareness of the field, techniques, and features of products and services, and activating Levels of communication and communication between all internal and external parties that influence and are affected by marketing and sales activity.

• **Organizing:** This is done in the following order- :

1. The number of existing customers in each sold product.
2. The number of daily sales visits to the sales team.
3. The average duration of the sales visit.
4. Time that will be lost on the way between customers.
5. The number of sales working days.
6. Reporting system and communication between the company and the market.

• **Selecting and appointing salesmen:**

- 1- The sales manager chooses the salesmen he needs, and they are selected according to prior criteria according to the business need for that.

**Salesmen training- :**

1. It should specify what training is required for salesmen on the company's products/competitors/reports.
2. Will the training be in the field or in charge?
3. Who will train them/experts?

• **Directing motivating the sales force:** It includes laying the foundations for the sales team as follows- :

- 1- Sales team salaries.
- 2- Sales team commission.
- 3- Promotion system.
- 4- Communication systems between the sales team, the company, and customers.

- **Monitoring and evaluating the seller's performance:** Establishing an integrated system to control the sales process through the following- :
  1. An integrated system for daily, monthly, quarterly, and annual reports.
  2. The daily performance report system that compares what is planned and what is actual (at the level of the delegate, the branch, and the company.)
  3. Treatment of any shortcomings firsthand in daily or weekly visits.
  4. Emphasizing that the delegate's visit to the market is effective and has a sales and collection goal, solving his problems and opening new markets.
  5. A comprehensive evaluation system that is done on a quarterly basis for the sales team and is carried out by them to avoid and amend the shortcomings of the sales team.

## **10- Sales Consultant**

**Management:** Marketing and Sales

**Direct Manager Job Title:** Sales Manager

**Summary of tasks:** It is the constant communication with customers, the promotion of the company's products to customers in its sales area, and the constant search for new customers.

**Job duties:**

1. Promote the company's products to existing customers and attract new customers.
2. Knowing all the information related to the products and providing a full explanation about them to the customers.
3. Obtaining purchase orders (sales orders or baptisms) from customers.
4. Ensuring that customers are satisfied with the products and services provided.
5. Constant communication with the customer, good dealing, and product presentation in the best way.
6. Cover all customers throughout the geographical area in which the delegate works.
7. Collection of the company's dues and follow-up of debts with customers without delay.

8. Provide regular reports on competition in the market in terms of prices, offers, new products, and advertising, or some customers stop dealing with the company's products.
9. Other tasks assigned to him by his administration or executive management related to his field of work.

**Job Requirements: -**

**Qualifications- :**

Bachelor's degree in Commerce, Accounting, or Business Administration

**Practical experiences- :**

At least 3 years of experience in sales

**Professional Abilities and skills- :**

- 1- Good knowledge of modern sales methods.
- 2- High capabilities in communicating with customers.
- 3- High skills in preparing sales reports.
- 4- The ability to solve problems.

**Personal Abilities and skills- :**

- Tact in conversation.
- The ability to persuade.
- High negotiation skills.
- Good looking

**11- Technical support consultant**

**Qualifications and experience**

Bachelor's degree in Computer Engineering, Information Technology

**Duties and Responsibilities**

- Follow up the work of computers and their accessories and the installation of software.
- Diagnose computer hardware and software malfunctions and perform maintenance for them.
- Developing and updating computer hardware and software.
- Maintenance of computer accessories (printers, scanners, etc).

- Executing maintenance requests and preparing the necessary reports.
- Performing preventive and periodic maintenance operations.
- Providing technical support to computer users.
- Preparing operating plans in line with work requirements.
- Determining future and current systems and equipment needed for work.
- Installing and running the company's operating systems and software.
- Maintenance of operating systems and company software.
- Documenting the operating systems and company software and the modifications that occur to them.
- Preparing the necessary study to measure the effectiveness of the devices and how to improve their performance.
- Adjusting the operating plan to suit the work requirements.
- Providing technical advisory service in the Technical Support Department.
- Dealing with malfunctions on the company's operating systems and software with the relevant authorities to fix them.

## **12- Equipment and training consultant**

**Job description:** - Database provider: - Implementer

### **Responsibilities and tasks**

Responsible for functional consulting (finance, human resources, and payroll) and ERP implementation support. Will be responsible for gap analysis, requirements gathering, customization needs analysis, SRS training etc. Core client teams on ERP functions will be part of the consultant's responsibility with the technical support team for implementation services

### **skills**

Candidates must have minimum 3 years' experience in implementing ERP and advisory services, especially in the areas of finance, accounting, human resources, and payroll functions. Should have good communication to display analytical abilities and skills. Familiarity with basic knowledge of SQL databases will be a strong addition to the job experience

### **Job Requirements:**



1. Academic qualifications- :

**Maximum Qualification:** Bachelor of Commerce, Accounting Division

Practical experiences- :

- At least 3 years' experience in the processing of corporate databases.

**Professional skills-** :

- 1- High ability to communicate with customers.
- 2- High skills in preparing reports for the documentary course.
- 3- Ability to solve problems.

Personal skills- :

1. Tact in conversation.
2. The ability to persuade.
3. High negotiation skills.
4. Good appearance.

### **13- Developer - Programmer**

#### **Qualifications and experience**

First university degree in information technology

#### **Duties and Responsibilities**

- Preparing and writing system programs, reports, viewing, updating, and extracting.
- Documentation of program workflow maps.
- Maintaining operating systems programs when problems arise.
- Documenting the steps for solving software problems.
- Preparing experimental data for testing programs.
- Checking programs to ensure the correctness of data storage and the work of updating programs and reports issued by the system and viewing programs.
- Implementation of the means of control, especially on inputs and outputs, and work to improve them.
- Keep a copy of the programs that are being modified before making the modification.
- Make programs that help check system data and programs.

- Training colleagues and the technical support department on the use of system programs.
- Apply the standards used in writing programs and work procedures.
- Preparing technical work reports and submitting them to the Technical Director.

## **14- Purchasing Officer**

### **Purchases Representative**

**Dependency:** Account Management

#### **Aim and purpose of the job:**

Executing purchase orders for any work requirements to manage the company with the required specifications, on time and at the best prices, and implementing all special instructions from his direct manager.

**Direct Manager:** Finance Manager

#### **Roles and responsibilities:**

- Implementation of the executive plans and programs of the procurement department
- Executing the purchase orders received by him within the limits of his work
- Suggesting improvement, curative and preventive measures that would improve the performance of the work in its management
- Executing all tasks required by his direct manager within the work limits of his department
- Submit a weekly report to the financial manager to show what has been accomplished and what has been postponed, with a statement of the reason
- All the above must be done in accordance with the official procedure approved by the Finance Department

#### **Scope of responsibility and supervision:**

- The responsibility of the procurement representative is limited to the implementation of purchase orders, as well as to the implementation and performance of the tasks assigned to him within the limits of his work
- Powers and Powers:

The powers and authorities granted to the purchasing representative are limited to how he performs his duties correctly and on time.

**Qualifications:**

- A procurement representative preferably holds any of the following qualifications:
- Bachelor of Commerce - Accounting Department (Arabic) - Bachelor of Commerce - Accounting Department (English)
- Bachelor of Commerce - Department of Business Administration (Arabic) - Bachelor of Commerce - Department of Business Administration (English)
- Bachelor of Laws

**Experiences:**

Fresh graduate without one year of experience

**Languages:**

-Arabic

Fluently speaking and writing

-English

Preferably good, at least speaking and writing

**Skills:**

The purchasing representative must be proficient in the following skills:

- 1- Save and recall documents and documents
- 2- Dealing with printing devices, photocopying, faxes, paper mincers, and packaging machines to a very good degree
- 3- Effective communication skills and information delivery to specialists and non-specialists
- 4- The ability to accomplish and perform more than one job at one time without confusion
- 5- Negotiation skills and dealing with suppliers professionally

**Character traits:**

The purchasing representative should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. A normal IQ
4. Calm and non-emotional

5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome
6. Tact in speaking and with a screen of the face
7. Good listening, understanding, and perceiving situations with awareness and concentration
8. Good looking
9. The ability to face critical situations wisely
10. Honesty and extreme honesty
11. It is preferable that the age when appointed to the position of a procurement representative should not be less than 21 years and not more than 30 years

### **15- Software Lab**

**The department affiliated with it:** - Technical Department

**His direct manager:** - Technical Director

**Job Descriptions:** -

- Windows App Test
- Develop realistic time plans for testing the entire program
- Develop and implement test cases
- Report errors with special forms for that, and then until they are resolved and then tested again

**Skills and Experience Required- :**

- Interact with problems, tools for solving them, and ways to discover them.
- Interact with testing tools and extract and record problems.
  - 1-2 years' experience in software testing
  - Graduates of the Institute of Information Technology
  - Mobile wallpaper app is preferred

Quality assurance program is welcome

## **16- Graphic Designer**

### **Job Description**

The designer has experience in designing logos and brands.

He is capable of color coordination, and he is also fluent in using design programs such as Photoshop, Illustrator, InDesign, and Flash. He is fluent in the use of the Mac operating system and has the ability to output printing works such as brochures, flyers, internal and external panels

### **Required skills**

Proficiency in the use of design programs such as Photoshop and InDesign, and preference is given to those with high design skills through specialized programs.

To have a talent for innovation and a spirit of creativity.

- Has the ability to distinguish colors and strength of vision.
- Attention to fine details
- Strength of artistic sense and strength of observation.
- A fertile imagination.
- Ability to prepare outstanding designs.

## **17- Executive Secretary**

**Dependency:** Senior management

### **Aim and purpose of the job:**

Executing plans and instructions, organizing, and managing the affairs of the senior management office, assisting the general manager, the executive director, and the branch manager in routine work, and ensuring the application of the system approved in the senior management office.

### **Direct boss:**

- Board of Directors
- General Director
- Executive Director
- Branch Manager

### **Roles and responsibilities:**

- Preparing the monthly schedule of appointments and work for the general manager, the executive director, and the branch manager
- Preparing the weekly business plan for the general manager, executive director, and branch manager
- Maintaining the general appearance of the office of senior management in terms of cleanliness and arrangement
- Receiving and welcoming senior management visitors
- Coordinating the schedule of interviews for the General Manager, Executive Director, and Branch Manager
- Editing and printing of letters and correspondences for senior management
- Keeping and maintaining all files of the senior management office in a manner that ensures their safety and speed of recall
- Receiving and forwarding the incoming mail and fax in the name of the senior management and presenting it to the specialist and indexing these documents
- Receiving, directing, and sending e-mail messages to senior management and indexing these messages
- Registering mail and faxes issued by the senior management office and indexing outgoing faxes
- Writing the minutes of all meetings and sessions in which the general manager, the executive director or the branch manager is a party
- Preparing for meetings of senior management or periodic meetings and coordinating and preparing all documents and documents related to the subject of the meeting
- Assisting senior management in all work not included in this description at a personal request
- Receiving and making phone calls to the senior management office and indexing phone numbers and addresses
- Organizing and indexing the internal reports received from other departments and sections and presenting them to the general manager, executive director, or branch manager, following up on the decision of the general manager, executive director, or branch manager regarding them, and recording them in their own records
- Ensure that all office and electrical equipment is in a working condition continuously, request maintenance officials from inside and outside the company, and follow up on maintenance work for all office equipment in the office of senior management

- Ensure the availability of all stationery and writing tools for senior management and work personnel in the office of senior management
- Sending invitations to participants in the meetings called for by the general manager, executive director, or branch manager, and recording that on special forms.
- Reservation of travel tickets, hotels, exhibition tickets for senior management, and organization of business trips
- Teaching and guiding the secretarial assistants and raising their job level to qualify them to take responsibility after being promoted and submitting their performance evaluation reports
- Writing a weekly report to show what has been accomplished and what has been postponed, with a statement of the reason, and submit it to his direct manager
- All of the above must be done in accordance with the official procedure approved by the Executive Secretariat
- The Executive Secretary is responsible for keeping all records of quality models for the executive secretariat's conduct, and all his work is subject to internal review

**Scope of responsibility and supervision:**

The executive secretary of the senior management must issue loading orders and work orders, and he is responsible and supervising each of the:

- 1- The janitor
- 2- Buffet worker
- 3- Private driver
- 4- Direct assistants to the executive secretary

**Powers and Powers:**

- The Executive Secretary of the higher management has absolute authority to issue work orders to persons under his supervisory scope in the interest of the work and has the right to request the imposition of administrative penalties on them, as well as the right to recommend rewards and incentives for distinguished work members in the office of the general manager, after the approval of his direct manager
- -Issuing purchase orders for office equipment, stationery, and office supplies for senior management
- -The Executive Secretary does not at all represent the General Manager or the CEO, and he has no authority to take administrative decisions towards other departments and sections, and he is not

entitled to issue work orders to anyone other than those under his supervision.

**Qualifications:**

The Executive Secretary for Senior Management must hold any of the following qualifications:

- Bachelor of Commerce - Department of Business Administration (Arabic) - Bachelor of Commerce - Department of Business Administration (English)
- Bachelor of Foreign Trade - Department of Business Administration - Bachelor of Management Information Systems

**Experiences:**

The executive secretary of the senior management is preferred to have any of the following previous experiences:

- At least 5 years of secretarial work experience, including at least one year in a similar position (external experience)
- Three years' experience as an assistant secretary (experience within the company)

**Languages:**

-Arabic

Fluently speaking and writing, with good expressive writing skills

-English

Very good, at least speaking and writing, with good expressive writing ability.

**Skills:**

The executive secretary of the senior management must be proficient in the following skills:

1. Saving and recalling documents and documents (Filing Skills)
2. Organizing meetings, preparing the agenda, and writing minutes (Organizing & Preparing for Business Meeting)
3. Dealing with desktop and laptop computers professionally
4. Dealing with the program (MS Word) professionally and with a writing speed of not less than 40 words/minute
5. Dealing with Outlook Express professionally



6. Dealing with the (PowerPoint) program and preparing slides and presentations (Presentations)
7. Dealing with Internet browsers professionally
8. Dealing with printing devices, photocopying, faxes, paper mincers and packaging machines to a very good degree
9. Medium management skills to manage those under his supervision and distribute work to them
10. Effective communication skills and information delivery to specialists and non-specialists
11. The ability to accomplish and perform more than one job at one time without confusion
12. Preparing appropriate expressive formulations for correspondence in Arabic and English

**Character traits:**

The executive secretary of the senior management should have the following characteristics:

- 1- Punctuality
- 2- Focus and logical thinking
- 3- High IQ
- 4- Calm and non-emotional
- 5- He should not be sick with diabetes, pressure, heart or irritable bowel
- 6- Tact in speaking and with a screen of the face
- 7- Good listening, understanding and perceiving situations with awareness and concentration
- 8- Good-looking and elegant
- 9- The ability to face critical situations wisely
- 10- The age when appointed to the position of Executive Secretary for the Office of the Director-General is not less than 25 years and not more than 30 years

**18- Accountant**

**Job title:** accountant

**Dependency:** financial management

**Aim and purpose of the job:**

**Accounts Responsible**

**Direct manager:** Chief Financial Officer

**Roles and responsibilities:**

1. Capture, save, manipulate, modify, and issue files
2. Writing a daily report to show what has been accomplished and what has been postponed, with an explanation of the reason
3. All the above must be done in accordance with the approved official procedure of the financial department
4. The financial accountant is responsible for keeping all records of quality models for the human resources procedure, and all his work is subject to internal audit
5. Follow up on debts and issue monthly account statements for the sales department to follow up on collection

**Scope of responsibility and supervision:**

The accountant's responsibility is limited to the implementation and performance of the tasks assigned to him

**Powers and Powers:**

The powers and authorities granted to the accountant are limited to how to perform his duties correctly and on time

**Qualifications:**

An accountant must hold any of the following qualifications:

- Bachelor of Commerce - Accounting Department (Arabic) - Bachelor of Commerce - Accounting Department (English)

**Experiences:**

The accountant must have any of the following previous experiences:

- At least 5 years of experience in accounting work, of which at least two years are in a similar position (external experience)
- Three years' experience as a financial accountant (experience within the company)

**Languages:**

-Arabic

Fluently speaking and writing

-English

Preferably good, at least speaking and writing

**Skills:**

The accountant must have mastered the following skills:

- 1- Save and recall documents and documents
- 2- Good dealing with computer programs, especially accounting programs
- 3- Dealing with printing devices, photocopying documents, faxes, and paper mincers to a very good degree
- 4- Effective communication skills
- 5- The ability to accomplish and perform more than one job at one time without confusion
- 6- Comprehensive knowledge of the accounting systems used in institutions
- 7- Communication and interpersonal skills

**Character traits:**

The cost accountant should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. High IQ
4. Calm and non-emotional
5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome
6. Tact in speaking and with a screen of the face
7. Good listening, understanding, and perceiving situations with awareness and concentration
8. Good-looking and elegant
9. The ability to face critical situations wisely
10. It is preferable that the age when appointed to a cost accountant job should not be less than 24 years and not more than 35 years

**Duration of work on the job:**

The duration of work in the cost accountant position shall not be less than three years and not more than five years

## **19- Office worker**

**Dependency:** senior management

### **Aim and purpose of the job:**

Carrying out the work of preparing the provision of drinks and meals for the work personnel within the senior management office, as well as the guests and visitors of the senior management and the cleanliness of the office and its contents

**Direct manager:** Executive Secretary

### **Roles and responsibilities:**

- Maintaining, maintaining, and cleaning the buffet and all tools, materials and equipment inside the buffet
- Clean the office and its contents, including offices, devices, equipment, and bathrooms, and clean them well
- Executing all tasks assigned to him by the members of the senior management office that pertain to his work
- Preparing hot and cold drinks and presenting them to the employees of the senior management office or to the guests and visitors
- Preparing and serving meals for senior management personnel and their guests
- All the above must be done in accordance with the special instructions approved for buffet work

### **Scope of responsibility and supervision:**

The buffet worker is responsible for the work entrusted to him only and is responsible for maintaining the tools and materials in his possession

### **Powers and Powers:**

- The authorities and powers of the buffet worker are limited to how he performs his work only, taking into account the health conditions

### **Qualifications:**

Buffet operator preferably holds any of the following qualifications:

General Prep Certificate - Intermediate Diploma

Hotel secondary diploma

### **Experiences:**

No previous experience required

**Languages:**

-Arabic

Fluently speaking and writing

**Skills:**

Buffet worker must be proficient in the following skills:

- 1- Serve hot and cold drinks
- 2- Preparing natural juices using a blender or juicer
- 3- Preparing and serving Turkish coffee, tea, Nescafe, cappuccino, espresso and other hot drinks.
- 4- Dealing with the necessary equipment and tools for the buffet

**Character traits:**

The buffet worker should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. A normal IQ
4. Calm and non-emotional
5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome (upon appointment).
6. He should not have any skin diseases or infectious diseases
7. Tact in speaking and with a screen of the face
8. Good listening, understanding and perceiving situations with awareness and concentration
9. Good looking
- 10.The ability to face critical situations wisely
- 11.To be strong in structure
- 12.Honesty and trust
- 13.The age when appointed to the position of a buffet worker is not less than 20 years and not more than 30 years

**Duration of work on the job:**

Even leaving work or violating health and physical conditions