



STUDENT VOLUNTEER SCOPE OF WORK

Assignment Title: Supply Chain Management (SCM) Apprentice

Location of Assignment: Bosnia and Herzegovina – Sarajevo Main Office

Proposed Level of Effort (number of days): 40

Anticipated Start Date: June 1st, 2018

Anticipated End Date: August 30th, 2018

Background:

ESC – the International Executive Service Corps – is a U.S.-based nonprofit that seeks private enterprise solutions to problems of poverty in developing countries and around the world. By providing a mix of technical assistance and volunteer expert support, IESC works with emerging industries, financial institutions, and governments to stabilize economic environments, increase opportunity, and promote growth.

The USAID funded Workforce and Higher Access to Market (WHAM) Activity is a three-year program that aims to stimulate job creation by advancing Bosnia’s trade integration with and expansion into European Union and regional markets. The activity will accomplish this primarily via grants with SMEs. This activity aims to increase exports by 30 percent for assisted enterprises and create over 1,000 new jobs, of which half are for youth and 30 percent are for women.

WHAM will improve the capacity of high-growth and exporting or export-ready small and medium enterprises via grants focused on three intervention areas:

- 1. Improve workforce in targeted sectors (metal processing, wood processing, and textiles/footwear).**
- 2. Increase market access.**
- 3. Improve product quality (including new technology related to quality management and certification) and capacity building.**

Problem Statement and Objectives of the Assignment:

Because of advancements in digital technology and an increased focus on supply chain risk and globalization, supply chains are expanding in scope and companies in B&H are faced with a need to adjust their practices to accommodate such change. Most of companies that IESC is supporting are suppliers, and the workshop content should provide them with an up-to-date and specific knowledge and expertise of the process, management of the process as well as emphasis on new developments, trends and best practices.



WHAM is organizing two two-days workshops in Sarajevo and in Banja Luka with an aim to cover the following set of topics related to the supply chain area of expertise:

1. Geo-Political Impacts
2. Weather Related Risk
3. Manufacturing and Shipping Locations
4. Product Information
5. Accessible Inventory Information
6. Know Their Scalability
7. Customer Service
8. Time to Delivery Improvement Methods
9. Lead Time and Delivery Statistics
10. Payment Terms
11. Contactable References
12. Check Certifications

The assignment for the successful candidate includes assistance with all processes and activities that are within the scope of the two-days workshop. The main task is assistance to the lead Expert Volunteer. However, the activity will have preparations and post-workshop segments. In order to gather as much as possible intelligence and prepare new workshops in SCM, the Student Volunteer will communicate with all beneficiaries that Expert Volunteer and Volunteer Engagement Manager select. This communication, via telephone or through structured surveys will provide sufficient information on SME's that will provide succeeding Expert Volunteer with material to plan and implement future one-on-one sessions.

Deliverables:

- **Providing assistance to the Volunteer Engagement Manager**
- **Providing close assistance to the lead expert volunteer throughout the activity**
- **Assisting in organizing, designing, and gathering the beneficiaries and intermediaries' surveys via SurveyMonkey**
- **Facilitation of the Workshops activities; help with communication with companies and the workshop materials development**

Qualifications:

1. *3rd year or MBA student*
2. *Ability to work effectively in cross-cultural contexts;*
3. *Self-motivated, proactive, detail-oriented, reliable, professional team player, who is a strong people person and communicator, with good inter-personal skills;*
4. *Working proficiency in English (adequate reading/writing) and the ability to express one's self clearly and concisely;*
5. *Good computer skills in MS Office, and willingness to learn additional online tools; previous experience in work with SurveyMonkey is an asset.*



Requested documents:

1. Alongside the most recent CV, the potential student volunteer should provide her/his motivation letter.

Student Volunteer Support:

WHAM provides comprehensive support to student volunteers during the assignment. The successful candidate will be exposed to real and ongoing activities, SME's and their processes, as well as, participating in day-to-day operations with quantifiable outcomes.

Student volunteers will be exposed to a variety of international experts and experienced working colleagues (in the field office and in home office) that will provide beneficial knowledge and skills throughout the engagement.

In case you have additional questions please do not hesitate to write to:

Ismir Korjenic

Monitoring, Evaluation and Volunteer Engagement Manager

Workforce and Higher Access to Market Activity

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