

< Attachment 1 >

**JOB DESCRIPTION of World Friends Korea(WFK)
-Advisor & Techno Peace Corps(TPC)**

※ Please complete the form and mark on the box.

General Information	
■ Expert Title	<input type="checkbox"/> ❶ KOICA advisor <input checked="" type="checkbox"/> ❷ NIPA advisor <input type="checkbox"/> ❸ Techno Peace Corps
■ Area of expertise	Sorting Center Consultant (Postal Service)
■ Job Title	senior expert
■ Location, Country	<i>Baku, Azerbaijan</i>
■ Number of Expert	<i>1</i>
■ Duration	12 months
Detailed information of the requesting organization	
<p>■ Organization Name : <i>AZERPOST LLC under the Ministry of Digital Development and Transport of the Republic of Azerbaijan (MDDT)</i></p> <ul style="list-style-type: none"> - Requesting Department : <i>Business Development Department</i> - Office Name : <p>■ Type of Organization</p> <p> <input checked="" type="checkbox"/> Government <input type="checkbox"/> Public organization <input type="checkbox"/> Public corporation <input type="checkbox"/> University <input type="checkbox"/> Research institution <input type="checkbox"/> Others : </p> <p>■ Working Day/Hours : <i>8 hours per day / 40 hours per week (Monday – Friday)</i></p> <p>■ Contact Person : <i>Anar Majidov, Director of Business Development Department</i></p> <p>■ Tel/Fax/E-mail : <i>+99451 225 49 49, amacidov@azerpost.az</i></p> <p>■ Duty Station : <i>Baku, Azerbaijan</i></p> <p>■ Major activities of the Organization : <i>(Please list at least three)</i></p> <p>Traditional postal services: Letters, postcards, mailing wrappers, parcels, small packages, domestic money transfers, telegrams, secogrammes, fax service, special "M" bags:</p> <p>Financial services: sales of local and international payment cards, compulsory insurance,</p>	



electronic signature, envelopes, postage stamps, postcards and air tickets, money transfers, payments for budgets, utilities, State Mortgage Fund and registration of mobile devices. Customers can also use self-service terminals at the centres. Citizens can also pay for utilities, mobile, communication and many other services through the payment system Smart Pay.

■ **Major activities of the department where WFK – Advisor/TPC will be dispatched**

- ✓ Postal Services
- ✓ Financial Services
- ✓ Logistics Services

■ **Experience of working with WFK – Advisor/TPC**

- Yes No

■ **If yes, please describe the tasks of WFK – Advisor/TPC**

-

Description of Tasks

■ **The tasks to be undertaken by the WFK – Advisor/TPC will be:**

(Describe the overall objectives of the task, why this task is needed and what the expert will do)

- Summary :

- ✓ Assisting in designing New Sorting Center
- ✓ Review the current structure of the Sorting Center (Products&Networks / Processes / Systems / Organisation) and provide feedback and vision.
- ✓ Identify the difficulties in current operations and find ways to solve existing problems
- ✓ Optimization of sorting and distribution processes aimed at improving the quality of the services:
- ✓ Development operating procedures for Sorting Centre and Warehouse
- ✓ Improving logistics and warehousing services:
- ✓ New perspectives to increase productivity and improve performance
- ✓ Set up performance metrics to measure success
- ✓ Set up a reporting system
- ✓ Set up statistical information and events to measure CEP quality of service

■ **Responsibilities of WFK – Advisor/TPC** *(Please mark all that apply and type in detail)*

Policy making and Strategic planning *(Only for the Advisor)*

- ✓ To bring Korean expertise to the optimization of sorting and distribution processes aimed at improving the quality of the services. Assisting in designing New Sorting Center and developing operating procedures.



Technical support

- ✓ Deliver World-Class Customer Experiences
- ✓ Equip, Connect, Engage, and Empower Employees to Best Serve Azerpost Customers
- ✓ Invest in Our Future Platforms
- ✓ Support the Legislative and Regulatory Changes to Enable This Vision
- ✓ Corporate Performance

Training of local staff

- ✓ Training and instruction of technical staff
- ✓ Training and instruction of executive staff

Other

-

Expected Results/Output

■ **Expected results/output of the tasks by the WFK – Advisor/TPC include:**

- ✓ Assisting in designing New Sorting Center
- ✓ Review the current structure of the Sorting Center (Products&Networks / Processes / Systems / Organisation) and provide feedback and vision.
- ✓ Identify the difficulties in current operations and find ways to solve existing problems
- ✓ Optimization of sorting and distribution processes aimed at improving the quality of the services:
- ✓ Development operating procedures for Sorting Centre and Warehouse
- ✓ Improving logistics and warehousing services:
- ✓ New perspectives to increase productivity and improve performance
- ✓ Set up performance metrics to measure success
- ✓ Set up a reporting system
- ✓ Set up statistical information and events to measure CEP quality of service

Required(Preferred) qualifications of WFK – Advisor/TPC

(List the minimum essential qualifications required for the experts to successfully carry out this task)

■ **Gender**

- Male Female No preference

■ **Educational Background**

- ✓ Bachelor's Degree Master's Degree Doctor's Degree

- Bachelor's Degree or above related to Postal Services, Business Administration or equivalent

■ **Required Work Experience***(Specify work experience required for the experts)*

- Experience at least 5 years working in Postal Services or similar fields.



■ **Language : English**

(Official business language will be English. If your organization requires the use of other languages, please provide reasons)

- **Reasons :**

■ **Other Requirements**(Identify desired skills or qualifications for the task)

Requested characteristics for developing performance metrics:

- ✓ Performance measures should be derived from strategy
- ✓ Performance measures should be simple to understand
- ✓ Performance measures should provide timely and accurate feedback
- ✓ Performance measures should be based on quantities that can be influenced, or controlled, by the user alone or in cooperation with others
- ✓ Performance measures should relate to specific goals (targets)
- ✓ Performance measures should be relevant
- ✓ Performance measures should be part of a closed management loop
- ✓ Performance measures should be clearly defined
- ✓ Performance measures should focus on improvement
- ✓ Performance measures should have an explicit purpose
- ✓ Performance measures should be based on an explicitly defined formula and source of data
- ✓ Performance measures should employ ratios rather than absolute numbers
- ✓ Performance measures should use data which are automatically collected as part of a process whenever possible
- ✓ Performance measures should be based on trends rather than snapshots
- ✓ Performance measures should be precise – be exact about what is being measured

Performance measures should be objective – not based on opinion

Description of the Workplace

■ Location of the workplace	- _____ 0 _____ km from the capital city - _____ hours by _____(transportation)		
■ Information on the co-worker who will work closely with the WFK-Advisor	- Full Name (Mr./Ms.) : Mr. Anar Majidov - Position/Work area : Director of Business Development Department of AZERPOST LLC - Tel/E-mail : +99451 225 49 49, amacidov@azerpost.az - English Language Skill : <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input checked="" type="checkbox"/> Advanced		
■ Administrative and financial arrangements to be provided by your organization for the WFK-Advisor/TPC (Please mark on the box)	Items	Available	Not available
	Housing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Others	<input checked="" type="checkbox"/> PC <input checked="" type="checkbox"/> Internet access	<input type="checkbox"/> Printer <input checked="" type="checkbox"/> Phone

