

JOB OPPORTUNITY : Program Manager

POSITION DESCRIPTION

Job Title:

Program Manager, Ghana – Currency and Secure Documents

Reports To:

Director, Tax Stamps, Currency and Secure Documents

Position Summary:

A US based company is looking for a Program Manager. The successful candidate will be based in Accra, Ghana and will be responsible for implementation of the Tax Stamp Program in Ghana, as well as the on-going management of the program. The solution is primarily concerned with delivering security materials and tracking software for the authentication of taxable products, and confirmation that the correct amount of excise taxes have been paid. The Program Manager will assist the Director of Tax Stamps in the day-to-day administration and management of program tasks in Ghana.

Key Skills:

- Ghanaian tax system/program experience
- Project Management
- Program management
- Solution delivery management
- Strong organizational skills
- Good communication skills, with the ability to facilitate solutions within a process, ask questions, and work across several groups
- Building effective client and partner relationships
- Ability to influence action across the Clients organization
- Management/leadership skills-motivating others to act
- Management and leadership of direct reports
- Creativity-finding new angles to address challenges
- Aptitude for engaging credibly across functions internally and building networks/relationships with key stakeholders internally and externally
- Must be an advanced Degree holder and at least four (4) years project management experience

Roles & Responsibilities:

- Develop customer knowledge to identify key players and decision makers, understand political pressures and internal & external influencing policies on the current program and new opportunities.
- Proactively monitor customer satisfaction and advise the delivery team as appropriate.
- Maintain a regular presence a Ghana government agencies (MoFEP and GRA) to demonstrate Clients commitment and provide more opportunities for the customer to communicate issues as well as opportunities with us.
- Assist with identification and resolution of issues.
- Participates in status and program reviews.
- Oversees daily operation of the tax stamp program operations in Ghana (office admin, warehouse operations, customer support, receipt of shipments, outgoing shipments, issue investigation and resolution, stakeholder outreach).
- Manage and report revenue delivery of the Program
- Ensure that Programs are operating within contractual agreed obligations
- Recruit, provide training, and manage Ghanaian based personnel as it relates to the Tax Stamp Program
- Conduct audits, collect and report key data and write summary reports for clients
- Proactively identify additional services and reporting desired by client and implement in cooperation with the Director, Tax Stamps
- Manage the implementation of new programs
- Comply with the company's safety procedures and quality systems (ISO 9001)
- Work with a cross functional team to facilitate projects and to meet commitments and deliverables to the client
- Spearhead Continuous Improvement programs
- Write and issue reports for internal as well as external stakeholders
- Travel up to 30% both domestic and international
- Manage all expenses to approved budget

Send Application letters and Curriculum Vitae to

mnantwi@mandjconsulting.com

by 3rd September 2013.