



محافظة القاهرة

**MANAGEMENT STRUCTURE FOR THE
CONTRACT MONITORING UNIT
GOVERNORATE OF CAIRO**

Prepared for:

Governorate of Cairo, Egypt
Egyptian Environmental Policy Program
United States Agency for International Development

Prepared by:

Abt Associates Inc.
SCS Engineers
Community & Institutional Development
The Institute for Public-Private Partnerships

November 25, 2002

CONTENTS

SECTION 1	Introduction.....	1
SECTION 2	Management Structure.....	2
	First Tier – Headquarters.....	2
	Finance and Administration Division.....	4
	Legal and Compliance Division.....	4
	Public Awareness and Communications Division.....	5
	Second tier – Zone Offices.....	6
	Residential and Commercial Collection and Street and Public Facilities Cleaning Department.....	7
	Medical and Industrial Waste Collection Department.....	8
	Fixed Facilities Department.....	9
	Public Awareness and Communications Department.....	9
	Administration Department.....	10
	Compliance and Penalties Department.....	10
	Operations Management Department.....	11
	Third tier – District Offices.....	12
	Data Specialists.....	12
	Public Awareness and Communications Coordinators.....	12
	Collection and Cleaning Monitors.....	13
	Medical and Industrial Monitors.....	13
SECTION 3	Personnel And Equipment Requirements.....	15
	Staffing and Job descriptions.....	15
	Tier One – Headquarters.....	15
	Tier Two – Zone Offices.....	17
	Tier Three – District Offices.....	20
	Equipment Needs.....	22
SECTION 4	Budget.....	24
APPENDIX A	Organizational Charts for Each Office in the CMU.....	25
APPENDIX B	Job Descriptions.....	40

ACRONYMS

CCBA	Cairo Cleansing and Beautification Authority
CMU	Contract Monitoring Unit
GOC	Governorate of Cairo
PAC	Public Awareness and Communications
PACT	Public Awareness and Communications Team

SECTION 1

INTRODUCTION

The Governorate of Cairo (GOC) is entering into contracts with private Contractors to provide solid waste management and cleaning services as well as medical waste management services in four zones (North Zone, South Zone, East Zone, and West Zone). Once the GOC has established these contracts, it will need an internal management structure that will allow it to monitor and oversee contract implementation. To that end, the GOC has decided to establish a Contract Monitoring Unit. The Contract Monitoring Unit will have a two-fold purpose:

- To monitor and enforce the Contractors' compliance with the contract provisions.
- To inform the public of their responsibilities for solid waste management and monitor their compliance with rules and regulations governing solid waste management.

This report describes the anticipated institutional structure of the Contract Monitoring Unit including recommended staffing levels and job descriptions. The report is based on a review of contract provisions and legal requirements, and extensive discussions with senior staff of the GOC.

SECTION 2

MANAGEMENT STRUCTURE

The Contract Monitoring Unit (CMU) will be a new unit in the Cairo Cleansing and Beautification Authority (CCBA). The CMU will have only responsibility for solid waste contract monitoring. Other units within the CCBA will undertake other solid waste activities not included in the contracts, such as removal of accumulations and special projects.

A three-tiered organizational structure, as illustrated in Exhibit 1, is proposed for the management structure of the Contract Monitoring Unit. The first tier, the Headquarters, is located at the Governorate level and provides overall management for the Unit and organizational support, including the development of public information programs and materials. The second tier, at the Zone level, provides specific contract monitoring oversight, as each Zone is managed under a separate contract, and field monitoring of fixed facilities. The third tier, at the District level, provides field monitoring of the Contractors' collection services and citizen compliance with solid waste rules and regulations as well as delivery of field-level public information programs.

In general, the responsibilities of each tier can be summarized in the following way.

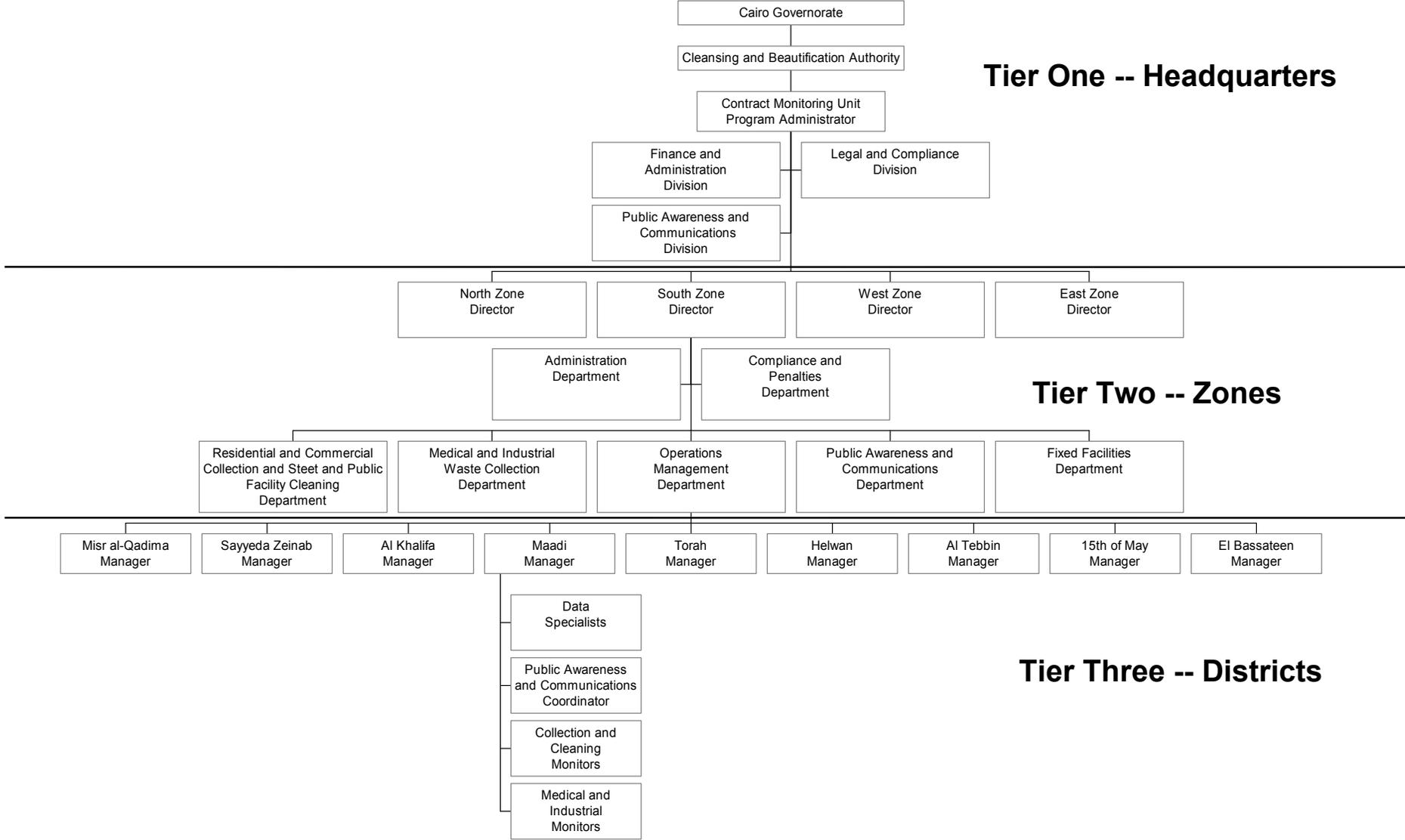
- **Headquarters:** Manage the overall program, direct the Governorate's Finance Department to make contract payments (including reductions for penalties if necessary), provide legal counsel, and oversee the public awareness and communications program.
- **Zones:** Identify and resolve noncompliance, make penalty determinations if necessary, and provide technical guidance to District Offices.
- **Districts:** Observe and report on contract compliance and noncompliance.

FIRST TIER – HEADQUARTERS

The Headquarters of the Contract Monitoring Unit will be located at the Governorate level. It will have responsibility for general oversight of the entire waste management system including:

- organizational management,
- strategic direction for the waste management program,
- arranging for payments (including penalty reductions) for services to the Contractors, and
- direction and support to the Zone and District Offices in:
 - legal and contractual interpretation and
 - public awareness and communication.

Exhibit 1. Organization Chart for the Cairo Contract Monitoring Unit



The Program Administrator will lead the Contract Monitoring Unit and will report to the Director of the Cairo Cleansing and Beautification Authority. The Program Administrator will be based in the Headquarters Office. He or she will directly manage the Headquarters' staff and the Zone Directors. The Program Administrator will either be the GOC Contract Representative or have delegated authority from the GOC Contract Representative to oversee contract compliance.

To carry out its responsibilities, the Headquarters will have three divisions:

- Finance and Administration
- Legal and Compliance
- Public Awareness and Communications.

Finance and Administration Division

The Finance and Administration Division will have the following responsibilities:

- Provide administrative support to the entire Unit in the areas of:
 - human resources management,
 - facilities management, and
 - office and field supplies and equipment.
- Track fee collection and interact with the Governorate Finance Department.
- Receive approved Contractor invoices from Zone Offices and arrange for contract payments from the Governorate's Finance Department.
- Perform analyses to ensure that the costs of the program are in balance with the fees collected for service.
- Coordinate preparation of the annual budget for the Unit, in cooperation with the Division and Zone Directors.
- Monitor implementation of the Unit budget.

Legal and Compliance Division

The Legal and Compliance Division will have the following responsibilities:

- Provide legal services to the Contract Monitoring Unit.
- Facilitate the legal possession of and access to the facilities to be handed over to the Contractors.
- Obtain and maintain necessary permits, approvals, and licenses for the Contract Monitoring Unit and assist the Contractors in doing the same.
- Initiate and facilitate arbitration procedures if necessary.
- Receive (from Zone Offices) and compile contract noncompliance.

- Provide support to the Program Administrator, Headquarters' divisions, Zone Offices, and District Offices in the legal interpretation of contractual requirements.
- Train Zone Compliance and Penalties Department personnel how to properly prepare written instructions to the Contractors to provide services as per the contract.

Public Awareness and Communications Division

The staff of the Public Awareness and Communications Division, along with the staff of the Public Awareness and Communications Departments at the Zone and District levels will form the Public Awareness and Communications Team (PACT). The Director of the Public Awareness and Communications Division will be the PACT leader. The Public Awareness and Communications Division will have the following responsibilities:

- Develop the Public Awareness and Communications strategy for the solid waste management program.
- Oversee the implementation of the strategy in the Governorate, the Zones, and the Districts.
- Develop and produce Public Awareness and Communications programs and materials.
- Coordinate with the Contractors in their development of public information materials and media campaigns.
- Seek outside funding and private sponsorship for public awareness and communications campaigns.
- Attend coordination meetings with the Contractors (hosted by the Zones) regarding implementation of their public information programs.
- Train Public Awareness and Communications personnel in the Zones and Districts in the use of the programs and materials.
- Coordinate other CMU training (provide logistical support).
- Assist Zone Public Awareness and Communications Departments in review and assessing the Contractors' Public Information Plans.
- Manage third-party contracts to conduct public awareness polls.
- Provide technical support to the Public Awareness and Communications personnel in the Zones and Districts.
- Produce press releases and host press conferences.

SECOND TIER – ZONE OFFICES

The primary function of the Zone Office will be to identify and resolve noncompliance with contract provisions. Each Zone Office will receive monitoring reports from its Districts, compile them, and make determinations as to whether each Contractor has exceeded the performance monitoring thresholds unique to its contract.

A Zone Director who will report directly to the Program Administrator will manage each Zone Office. Each Zone Director will have delegated authority from the GOC Contract Representative to monitor contract compliance for the contracts in his or her Zone and resolve noncompliance. As such, the Directors will be responsible for holding at least weekly meetings with the Contractors' Contract Representatives at which they will review contract performance and attempt to resolve any problems. The Zone Director will also sign and send to the Contractors written instructions to provide services when noncompliance is documented.

The Contractors will submit their invoices to the Zone Offices. The Zone Offices will be responsible for reviewing and approving the invoices and making any necessary reductions for penalties. The Zone Office will then forward the payment information to the Headquarters Finance and Administration Division, which will arrange for payments.

The Zone Office will also house the technical expertise necessary to effectively monitor contract compliance. The technical departments in the Zone will develop monitoring procedures and train District monitoring staff in the use of the procedures. They will also monitor those aspects of the contract that are implemented at the Zone level, such as work plans, progress reports, and fixed facilities.

Each Zone Office will have four technical departments:

- Residential and Commercial Collection and Street and Public Facilities Cleaning
- Medical and Industrial Waste Collection
- Fixed Facilities
- Public Awareness and Communications

and three operational departments:

- Administration
- Compliance and Penalties
- Operations Management

Residential and Commercial Collection and Street and Public Facilities Cleaning Department

This Department will house the technical experts in residential and commercial collection and street and public facilities cleaning. These experts will be thoroughly familiar with the contract requirements in these areas and will be able to make technical determinations about applying those requirements. The Department will be managed by a Chief Engineer who will report to the Zone Director. The personnel in the Department will be available to the District Managers to give technical direction and answer technical questions.

The Department will have the following responsibilities:

- Interpret the technical requirements of the contract concerning residential and commercial collection and street and public facility cleaning.
- Prepare inspection forms for monitoring residential and commercial collection and street and public facility cleaning.
- Train District Monitors how to monitor residential and commercial collection and street and public facility cleaning.
- Provide service quality control for residential and commercial collection and street and public facility cleaning.
- Provide technical support to the District Managers on residential and commercial collection and street and public facility cleaning.
- Receive residential and commercial collection and street and public facility cleaning monitoring reports from the District Managers.
- Receive, review, and assess the following work plans and reports for residential and commercial collection and street and public facility cleaning.
 - Work Plans
 - Monthly Progress Reports (preparation and operations)
 - Annual Operations Reports
 - Annual Training Report
- Conduct analysis of data received from the District Managers and from its own review of work plans and reports and assess compliance with performance monitoring thresholds.
- Produce compliance reports and forward them to the Zone Compliance and Penalties Department.
- Review and assess proposed changes in technical designs (within the bounds of the contract requirements) for the following activities:
 - residential, commercial, and public facility collection containers
 - residential and commercial collection vehicles
 - street and public facility cleaning equipment

- Review and assess the placement of waste pooling collection containers.

Medical and Industrial Waste Collection Department

This Department will house the technical experts in medical and industrial waste collection. These experts will be thoroughly familiar with the contract requirements in these areas and will be able to make technical determinations about applying those requirements. The Department will be managed by a Chief Engineer who will report to the Zone Director. The personnel in the Department will be available to the District Managers to give technical direction and answer technical questions.

The Department will have the following responsibilities:

- Interpret the technical requirements of the contract concerning medical and industrial waste collection.
- Prepare inspection forms for monitoring medical and industrial waste collection.
- Train District Monitors how to monitor medical and industrial waste collection.
- Provide service quality control for medical and industrial waste collection.
- Provide technical support to the District Managers on medical and industrial waste collection.
- Receive medical and industrial waste collection monitoring reports from the District Managers.
- Receive, review, and assess the following work plans and reports for medical and industrial waste collection.
 - Work Plans
 - Monthly Progress Reports (preparation and operations).
 - Annual Operations Reports.
 - Annual Training Report.
- Conduct analysis of data received from the District Managers and from its own review of work plans and reports and assess compliance with performance monitoring thresholds.
- Produce compliance reports and forward them to the Zone Compliance and Penalties Department.
- Review and assess proposed changes in technical designs (within the bounds of the contract requirements) for the following activities:
 - industrial and medical waste collection containers
 - industrial and medical waste collection vehicles

Fixed Facilities Department

The Fixed Facilities Department will be responsible for monitoring contract performance at all fixed facilities – equipment yards, transfer stations, recycling facilities, composting facilities, landfills, and medical waste treatment facilities. The Department will have monitors on-site at all fixed facilities, and it will be directed by a Chief Engineer who will manage and advise the on-site facility monitors.

The Department will have the following responsibilities:

- Interpret the technical requirements of the contract concerning fixed facilities.
- Review and assess proposed changes in technical designs (within the bounds of the contract requirements) for fixed facility designs (equipment yards, transfer stations, recycling facilities, composting facilities, landfills, medical waste treatment facilities, etc.).
- Prepare inspection forms for monitoring fixed facilities.
- Train on-site Fixed Facilities Monitors how to monitor fixed facilities.
- Observe and report on Contractors' compliance with the fixed facility Performance Standards.
- Receive, review, and assess the following reports for fixed facilities:
 - Work Plans
 - Monthly Progress Reports (preparation and operations)
 - Annual Operations Reports
 - Annual Training Report
- Receive, review and approve all laboratory analyses submitted by the Contractors.
- Conduct analysis of data received from the Fixed Facilities Monitors and from the review of work plans and reports and assess compliance with performance monitoring thresholds.
- Prepare and submit to the Zone Compliance and Penalties Department reports on compliance for fixed facilities.

Public Awareness and Communications Department

The Public Awareness and Communications Department will have the following responsibilities:

- Implement the Public Awareness and Communications Strategy at the Zone level.
- Coordinate the activities of the District level Public Awareness and Communications personnel.

- Facilitate coordination between the Contractors and the District Public Awareness and Communications Coordinators.
- Review and assess the Contractors' Public Information Plans.
- Receive, review, and assess the following reports for Contractor public information activities:
 - Monthly Progress Reports (preparation and operations)
 - Annual Operations Reports
 - Annual Training Report
- Host coordination meetings with the Contractors regarding their public information programs.
- Coordinate with the Headquarters Public Awareness and Communications Division to secure polling results on the effectiveness of Contractors' public information programs.
- Conduct analysis of the Contractors' Public Information Program and assess compliance with performance monitoring thresholds.
- Prepare and submit to the Zone Compliance Department reports on compliance for public information programs.

Administration Department

The Administration Department will be responsible for providing administrative support to the Zone and the District Offices, coordinating with the Headquarters' Administrative Division to provide:

- human resources management,
- facilities management, and
- office and field supplies and equipment.

Compliance and Penalties Department

The Compliance and Penalties Department will have the responsibility for receiving and processing data on noncompliance, calculating penalties, and determining contract payments. It will also monitor the Contractors' Customer Services Offices and receive and respond to citizen inquiries and complaints.

The Compliance and Penalties Department will have the following specific responsibilities:

- Receive and process citizen inquiries and complaints.
- Monitor the Contractors' Customer Service Offices and receive, review, and assess the Contractors' quarterly Complaint Record statistical table and the Complaint Record as necessary.
- Assess compliance with performance monitoring thresholds for the Contractors' Customer Service Offices.

- Receive reports on contract compliance from the four Zone technical departments:
 - Residential and Commercial Collection and Street and Public Facilities Cleaning
 - Medical and Industrial Waste Collection
 - Fixed Facilities
 - Public Awareness and Communications
- Prepare a weekly, consolidated compliance report for the Zone Director and the Legal and Compliance Division at Headquarters.
- Produce written instructions to the Contractors to provide services as per the contract (in response to unresolved noncompliance and for the signature of the GOC Contract Representative or his delegated representative).
- Document the Contractors' responses to written instructions and resolve disputes if possible.
- Conduct dispute resolution with the Contractors.
- Calculate contract penalties and notify the Contractors of the intention to deduct penalties from funds payable.
- Receive Contractors' invoices for services.
- Assess Contractors' invoices, make necessary reductions, and send payment requests to the Finance and Administration Division in Headquarters.

Operations Management Department

The Operations Management Department will be responsible for overseeing the District Offices and maintaining all official records concerning contract compliance. An Operations Manager will direct the Department. The Department will have the following specific responsibilities:

- Receive, archive, and distribute to the appropriate Zone technical Departments the daily compliance reports prepared by the Districts.
- Maintain official archives of all documents pertaining to contract compliance.
- Provide the Districts with office management and support.
- Coordinate with the Zone Offices to provide the Districts with administrative and technical support.
- Maintain the official records of all monitoring results and communications with the Contractors regarding compliance.

THIRD TIER – DISTRICT OFFICES

Each Zone will have several District Offices. The primary function of the District Offices will be to observe and report on contract implementation for:

- residential and commercial collection and street and public facility cleaning, and
- medical and industrial waste collection.

A District Manager who will report to the Operations Manager will manage each District Office. The District Managers will receive daily monitoring reports from their staff and will transmit them to the Zone technical departments. They will have direct communications with the local government officials in the District, including the District Chairmen and the local councils. It will be their responsibility to inform the Chairmen and local councils of the status of waste collection and street and public facility cleaning compliance in the District and to respond to their concerns. They will also have contact with authorities that can enforce citizen violations of solid waste management rules and regulations.

The District Offices will have four types of personnel: data specialists, public awareness and communications coordinators, residential and commercial collection and street and public facility cleaning monitors (Collection and Cleaning Monitors), and medical and industrial waste collection monitors (Medical and Industrial Monitors).

Data Specialists

The Data Specialists will have the following specific responsibilities:

- Receive and compile daily monitoring data from the Collection and Cleaning Monitors and the Medical and Industrial Monitors.
- Prepare daily monitoring reports and submit them to the District Manager.
- Receive and process citizen inquiries and complaints.

Public Awareness and Communications Coordinators

The Public Awareness and Communications Coordinators will have the following specific responsibilities:

- Implement the Public Awareness and Communications Strategy at the District level.
- Provide monitors with public information materials and assist them in public relations.
- Conduct public awareness programs at local schools and with local non-governmental organizations.

Collection and Cleaning Monitors

All districts will have Collection and Cleaning Monitors who will monitor residential and commercial waste collection and street and public facility cleaning. They will have the following specific responsibilities:

- Observe and report on Contractors' compliance with the residential and commercial waste collection Performance Standards.
- Observe and report on Contractors' compliance with the street and public facilities cleaning Performance Standards.
- Prepare and submit to the District Data Specialists reports on inspections.
- Provide the public with information about their waste management responsibilities.
- Observe and report to the District Manager citizen violations of solid waste management rules and regulations.

Each monitor will have a geographical area for which he or she will be responsible. Each day the monitors will cover a portion of their assigned areas and record noncompliance on forms developed by the Zone technical department. At the end of the day, they will turn the completed forms over to the District Data Specialists.

The Collection and Cleaning Monitors will interact with the public and Contractor employees, and will be responsible for informing them about solid waste management rules and regulations and contract requirements. Their role, however, is to inform and report, not to enforce. To the extent possible, they will try to resolve public violations of rules and regulations and Contract noncompliance by Contractor employees by providing information, but they will not have authority to issue citations or to give Contractor employees orders.

Medical and Industrial Monitors

All districts will have Medical and Industrial Monitors who will monitor medical and industrial waste collection. They will have the following specific responsibilities:

- Observe and report on Contractors' compliance with the industrial waste collection Performance Standards.
- Observe and report on Contractors' compliance with the medical waste collection Performance Standards.
- Prepare and submit to the District Data Specialists reports on inspections.
- Provide the medical and industrial facilities with information about their waste management responsibilities.
- Observe and report to the District Manager citizen violations of solid waste management rules and regulations.

Each monitor will have a geographical area for which he or she will be responsible. These areas will be larger than the areas covered by the Collection and Cleaning Monitors, so that each Medical and Industrial Monitor will need a scooter to perform his or her work. Each day the monitors will cover a portion of their assigned areas and record noncompliance on forms developed by the Zone technical department. At the end of the day, they will turn the completed forms over to the District Data Specialists.

The Medical and Industrial Monitors will interact with the personnel in medical and industrial facilities and Contractor employees, and they will be responsible for informing them about solid waste management rules and regulations and contract requirements. Their role, however, is to inform and report, not to enforce. To the extent possible, they will try to resolve facility violations of rules and regulations and Contract noncompliance by Contractor employees by providing information, but they will not have authority to issue citations or to give Contractor employees orders.

SECTION 3

PERSONNEL AND EQUIPMENT REQUIREMENTS

The previous section of this report presented the overall structure for the Solid Waste Management Contract Monitoring Unit (CMU) serving all four zones of the metropolitan area within the Cairo Governorate. This section of the report presents detailed personnel and equipment estimates for the CMU Headquarters and for the Southern Zone. These estimates are based upon the level of effort that will be required to monitor the service specifications and technical requirements in the tender document for the Southern Zone.¹

STAFFING AND JOB DESCRIPTIONS

To fulfill the responsibilities identified in this report, the Headquarters Office will need 36 employees and the Southern Zone will need 233 employees (86 employees in the Southern Zone Office and 147 employees in the District Offices). Table 1 presents the staffing estimates for the Headquarters and the Southern Zone, including the nine District Offices in the Southern Zone. Appendix A contains organizational charts for every management unit in the CMU structure, showing individual employees and their supervisory relationships. Appendix B contains job descriptions for every position in the CMU, with the exception of the drivers and the messengers/janitors.

The following sections of the report present brief descriptions of the key personnel in each office of the CMU.

Tier One – Headquarters

Program Administrator--

The **Program Administrator** will manage and direct the Cairo Solid Waste Management Contract Monitoring Unit. Ultimately, it will be his or her responsibility to insure that the Contractors providing solid waste services are performing according to their contracts and are paid for their services in a timely manner. The Program Administrator will have an Executive Secretary and two Executive Aides in his or her immediate office.

Finance and Administration Division--

The Finance and Administration Division will be staffed by 17 employees. The **Director** will oversee administrative, financial, and budgetary support to the CMU, and will interact with the Governorate's Finance Department to ensure that fees are deposited in the account and that Contract payments are made. The **Human Resource Manager** will provide direct human resource management for the Headquarters' employees and oversee human resource management in the Zones and Districts. He or she will be supported by two Human Resource Management Aides. The **Office Manager** will manage office space, vehicles, office

¹ "Cairo Government Request for Tender: Solid Waste Management and Cleaning Services and Medical Waste Management Services for the Southern Zone" Cairo Cleansing and Beautification Authority, Governorate of Cairo, Abdin Square, Cairo, Egypt, January 7, 2002.

Table 1. Staffing Levels for Headquarters and the Southern Zone

Job Title	Number	Job Title	Number
Headquarters		Southern Zone Office	
Program Administrator	1	Zone Director	1
Executive Secretary	1	Executive Secretary	1
Executive Assistants	2	Executive Assistant	1
<u>Finance and Administration</u>		<u>Residential and Com. Collection and Street and Public Facilities Cleaning</u>	
Director	1	Chief Engineer	1
Secretary	1	Secretary	1
Human Resource Manager	1	Engineers	2
Human Resource Aides	2	Compliance Analysts	2
Office Manager	1	<u>Medical and Ind. Waste Collection</u>	
Janitors/Messengers	3	Chief Engineer	1
Drivers	4	Secretary	1
Purchasing Agent	1	Engineers	2
Purchasing Aide	1	Compliance Analysts	2
Senior Accountant	1	<u>Fixed Facilities</u>	
Accountant	1	Chief Engineer	1
<u>Legal and Compliance</u>		Secretary	1
Director	1	Deputy Chief Engineer	1
Secretary	1	Fixed Facilities Monitors	24
Lawyers	2	Compliance Analyst	1
Legal Aide	1		
<u>Public Awareness and Communications</u>		<u>Public Awareness and Communications</u>	
Director	1	Manager	1
Secretary	1	Secretary	1
Public Awareness Specialists	2	Public Awareness Specialists	4
Public Awareness Aides	2	<u>Administration</u>	
Production Manager	1	Manager	1
Production Aide	1	Secretary	1
Training Coordinator	1	Human Resource Manager	1
Training Aide	1	Human Resource Aide	1
District Offices		Office Manager	1
District Managers	9	Janitors/Messengers	5
Data Specialists	19	Drivers	7
Pub. Awareness Coordinators	17	Accountant	1
Coll. and Cleaning Monitors	64	<u>Compliance and Penalties</u>	
Med. and Industrial Monitors	20	Manager	1
Janitors/Messengers	9	Secretaries	2
Drivers	9	Compliance Analysts	4
<u>Headquarters Total</u>	36	Lawyer	1
		Accountant	1
<u>Southern Zone Office Total</u>	86	<u>Operations Management</u>	
		Operations Manager	1
<u>District Offices Total</u>	147	Executive Secretary	1
		Filing Clerks	2
		Office Manager	1
<u>Southern Zone + Districts Total</u>	233	Office Manager Aide	1
		Messengers	3
		Accountant	1

equipment, and supplies for the Headquarters of the CMU. He or she will also manage the Purchasing Agent, the four drivers, and three messengers/janitors serving the Headquarters. The **Purchasing Agent**, assisted by a Purchasing Aide, will manage the purchasing process for vehicles, equipment, supplies, office space, and services for the Headquarters and all four Zones in the CMU. The **Senior Accountant** will coordinate preparation of the annual budget for the Unit, in cooperation with the Division and Zone Directors, and monitor its implementation. He or she will also oversee the work of the **Accountant** in the preparation, approval, and transmission of invoices from the Contractors to the Governorate Finance Department for payment.

Legal and Compliance Division--

The Legal and Compliance Division will have five employees. The **Director** will manage the staff of the Division and serve as chief legal counsel for the CMU. As such, he or she will make all official legal interpretations of the Contracts for the CMU and represent the CMU in all legal matters. The two **Lawyers**, assisted by a Legal Aide, will secure and maintain necessary permits, approvals, and licenses for the CMU and assist the Contractors in doing the same. They will also provide legal consultation to CMU personnel in the Divisions and Zones regarding monitoring procedures.

Public Awareness and Communications Division--

The ten staff members of the Public Awareness and Communications Division will be led by the **Director** who will develop and oversee the implementation of the Public Awareness and Communications program for the Governorate's solid waste management program. He or she will serve as the team leader for the Public Awareness and Communications Team and provide guidance and support to the Public Awareness and Communications personnel in the Zone and District Offices. The two **Public Awareness Specialists** in the Division, with the support of two Public Awareness Aides, will develop and implement media strategies, advertising campaigns, and major public events to promote the implementation of the Governorate's solid waste management program. They will also train and mentor Public Awareness and Communications personnel at the Zone and District levels on the use of public awareness materials and the organization of events. The **Production Manager** and the Production Aide will supervise and manage the production of public awareness and communications materials and television, press and outdoor advertisements. The **Training Coordinator** will secure all training needs for public awareness and communications personnel and coordinate and manage the logistics of training for other CMU personnel. He or she will be supported by a Training Aide.

Tier Two – Zone Offices

Zone Director--

The **Zone Director** will manage and direct the Zone Office to ensure that Contractors providing solid waste services in the Zone are performing according to their contracts and are paid for their services in a timely manner. He or she will represent the Governorate in all dealings with the Contractors for the Zone, meeting with the Contractor Representatives at least weekly to identify and attempt to resolve noncompliance. He or she will also make

determinations concerning penalties for Contractor noncompliance. An Executive Secretary and an Executive Aide will support the Zone Director's Office.

Residential and Commercial Collection and Street and Public Facilities Cleaning Department--

The Residential and Commercial Collection and Street and Public Facilities Cleaning Department will have six employees. The **Chief Engineer** will manage and direct the technical evaluation of Contractors' performance for residential and commercial collection and street and public facility cleaning. He or she will review, assess, and advise the Zone Director on proposed changes in technical designs (within the bounds of the contract requirements), and will attend compliance meetings with between the Zone Director and the Contractors. The two **Engineers** will train District Collection and Cleaning Monitors on how to monitor residential and commercial collection and street and public facility cleaning and will provide them with technical assistance and quality control. The **Compliance Analysts** will receive, compile, and analyze the Contractors' work plans and progress reports and the monitoring reports prepared by the Districts. They will evaluate Contractor compliance with contract requirements and produce weekly compliance reports for the Chief Engineer and the Compliance Analysts in the Compliance and Penalties Department.

Medical and Industrial Waste Collection Department--

The six employees in the Medical and Industrial Waste Collection Department have the same functions as those in the Residential and Commercial Collection and Street and Public Facilities Cleaning Department, except they will address the medical and industrial waste components of the contracts.

Fixed Facilities Department--

The Fixed Facilities Department is the largest department in the Zone, with 28 employees. The **Chief Engineer** will manage and direct the technical evaluation of Contractors' performance at fixed facilities. As with the other Chief Engineers, he or she will review, assess, and advise the Zone Director on proposed changes in technical designs (within the bounds of the contract requirements), and will attend compliance meetings with between the Zone Director and the Contractors. The Chief Engineer will be assisted in his or her work by the **Deputy Chief Engineer**, who will also be responsible for training and managing the 24 Fixed Facilities Monitors. The **Fixed Facilities Monitors** will be stationed at the fixed facilities. The **Compliance Analyst** will be stationed in the Zone Office and will receive, compile, and analyze the Contractors' work plans and progress reports and the monitoring reports prepared by the Fixed Facilities Monitors. They will evaluate Contractor compliance with contract requirements and produce weekly compliance reports for the Chief Engineer and the Compliance Analysts in the Compliance and Penalties Department.

The Southern Zone will need 24 Fixed Facilities Monitors to ensure that the fixed facilities are monitored during all times of operation. The actual number of fixed facilities in the Southern Zone will not be known until the final contracts are signed. However, for planning purposes we have assumed that there will be six fixed facilities: one equipment yard, one transfer station, two recycling/composting facilities, one medical waste treatment facility, and one landfill. Each of these facilities can operate 24 hours per day, seven days per week, so that each facility will need four monitors.

The Fixed Facilities Monitors will be trained to serve as monitors at every type of facility. They will periodically be assigned to new facilities so that they gain experience in each type of facility monitoring and avoid developing relationships with facility employees that might impair their ability to objectively perform their monitoring responsibilities.

Public Awareness and Communications Department--

Six employees will staff the Public Awareness and Communications Department. The **Manager** of the Department will oversee the implementation of the Public Awareness and Communications Strategy at the Zone and District levels and Contractors' compliance with public awareness and communications requirements. The four **Public Awareness Specialists** will implement the Public Awareness and Communications Strategy at the Zone level and will train, mentor, and provide technical support to the Public Awareness and Communication Coordinators in the Districts so that they can implement the Strategy at the District level. The Public Awareness Specialists will also receive, review, and analyze the Contractors' Public Information Plans and progress reports, to evaluate Contractor compliance with contract requirements. They will produce weekly compliance reports for the Manager of the Department and the Compliance Analysts in the Compliance and Penalties Department.

Administration Department--

The Administration Department will have 18 employees, including 12 drivers and janitors/messengers. The **Manager** of the Department will oversee administrative, financial, and budgetary support to the Zone offices. He or she will supervise a **Human Resource Manager** who will provide direct human resource management for the Zone and District employees, an **Office Manager** to manage the Zone offices, and an **Accountant** to coordinate preparation of the budgets for the Zone Office and its Districts and monitor their implementation.

Compliance and Penalties Department--

Nine employees will staff the Compliance and Penalties Department. The **Manager** of the Department will oversee the compilation of contract compliance reports, the identification of noncompliance, and, when necessary, the calculation of contract penalties. He or she will attend compliance meetings with Contractors and will work with them to resolve noncompliance. The four **Compliance Analysts** in the Department will receive and compile compliance reports from the Zone technical departments, monitor contract compliance of the Contractors' Customer Service Offices, draft contract compliance instructions, and monitor Contractors' response to the instructions. The **Lawyer** in the Department will provide Zone and District personnel with legal understanding of contract provisions and solid waste rules and regulations, and help them conduct their activities in compliance with the law and with the legal needs of the Unit. The **Accountant** will receive and analyze Contractors' invoices, use information provided by the Compliance Analysts to calculate penalty reductions, and arrange with the Headquarters' Finance and Administration Division for contract payments.

Operations Management Department--

The Operations Management Department will need 10 employees to accomplish its responsibilities. The **Operations Manager** will oversee the management of the District Offices and ensure that they have the resources they need to accomplish their duties and

responsibilities. He or she will also oversee document management to ensure that the CMU has accurate and accessible records of all communications with the Contractors. The **Executive Secretary**, supported by two Filing Clerks, will maintain the CMU central files. The **Office Manager**, supported by an Aide, will manage office space, vehicles, office equipment, and supplies for the District Offices. The **Accountant** will assist the Operations Manager and the District Managers in the preparation of budgets for the Districts and monitor their implementation.

Tier Three – District Offices

The Southern Zone will have nine District Offices staffed by 147 employees. Each District Office will be led by a **District Manager** who will be responsible for managing the District employees and providing them with technical guidance, in collaboration with the Zone technical departments. He or she will also be responsible for communicating with the District Chairman and local councils and responding to their concerns. The District Managers, however, will not be able to enforce the contract or order the Contractors to take particular actions, as contract enforcement and official communication with the Contractors happens only at the Zone level.

Each District Office will have a driver and a janitor/messenger as well as:

- Collection and Cleaning Monitors
- Medical and Industrial Monitors
- Data Specialists
- Public Awareness and Communications Coordinators

The duties and responsibilities of these employees are described in the previous section of this report and are elaborated in Appendix B. The number of Monitors, Data Specialists, and Public Awareness and Communications Coordinators in each District varies with the size of the district and the type of waste collection services provided. Table 2 shows the distribution of employees in each District. Following is a description of the assumptions used to determine the number of employees in each District.

Collection and Cleaning Monitors will be expected to cover their assigned area, on foot, in three days. The area that a Monitor can cover in three days, determined by field testing, is as follows:

Door-to-Door Service	0.45 km ²
Low Density Building-to-Building Service	2.40 km ²
Medium Density Building-to-Building Service	1.50 km ²
High Density Building-to-Building Service	0.45 km ²
Pooling Site Service	0.90 km ²

Medical and Industrial Monitors will be expected to visit each facility (industrial plant, hospital, or other health care facility) at least once per week. Assuming that they can visit ten facilities per day, on a scooter, and that they will work six days per week, each Monitor is expected to monitor 60 facilities.

Table 2. Distribution of CMU Employees in the Southern Zone District Offices

District	Manager	Data Specialist	PAC Coordinator	Collection and Cleaning Monitor	Medical and Industrial Monitor	Driver	Janitor/Messenger	Total
Sayyeda Zienab	1	2	2	7	1	1	1	15
Misr Al Qadima	1	2	2	6	2	1	1	15
Al Khalifa	1	3	2	11	3	1	1	22
El Bassateen	1	5	3	21	6	1	1	38
Maadi	1	1	2	3	2	1	1	11
Torah	1	1	1	2	1	1	1	8
Helwan	1	3	3	10	3	1	1	22
15th of May City	1	1	1	2	1	1	1	8
Al Tebbin	1	1	1	2	1	1	1	8
TOTAL	9	19	17	64	20	9	9	147

Data Specialists will be expected to handle reports from five monitors. The number of Public Awareness and Communications Coordinators ranges from one to three per District, depending upon the population of the District.

EQUIPMENT NEEDS

To perform its functions, the CMU will need office space, office equipment, and vehicles for the Headquarters, Zone, and District offices. Table 3 presents the initial equipment needs of the Unit. All of the professional, technical, and administrative employees housed in the Headquarters and Zone offices will need offices and work stations (desk, chair, guest chair, computer, printer, and telephone). Most of the lower- and mid-level employees will share office space, but they will each need work stations. Each office (Headquarters, Zones, and Districts) will need a conference room with a large conference table and chairs and at least one photo copier. The Headquarters and Zone offices will need several cars and drivers to allow their employees to get into the field.

Fixed Facility Monitors will not need offices, as the Contractors are required to provide them with office space at the facilities, but the CMU will have to provide the office equipment for one work station at each facility. The District Monitors will not require offices or work stations, as they will perform their duties in the field, but they will need radios to communicate with the Data Specialists and the District Manager. Each District will also need a pick-up truck or micro bus to get Collection and Cleaning Monitors to and from their assigned areas. Each Medical and Industrial Monitor will need a scooter to travel throughout the District to his or her assigned facilities.

All of the Monitors, as well as the Zone Engineers, will need to be immunized to protect their health from possible contact with waste. They will also need uniforms and field equipment. The uniforms should include shirt (short-sleeve for the hot months and long-sleeve for the cool months), pants, and hat. They should be comfortable, yet attractive, and clearly identify the Monitors as Government of Cairo employees.

Field equipment will vary with the monitors' responsibilities. District Monitors will have very basic field equipment – clip boards, forms, pencils, etc. They should also have access to cameras kept at the District Office, so that they can document critical contract violations. Fixed Facilities Monitors will need additional safety equipment including hard hats and steel-toed shoes. They may also have some specialized equipment, such as temperature probes at the compost facility.

Table 3. Equipment Needs for the CMU

	Office ^a	Work Station ^b	Extra Guest Chair	Computer and Printer	Small Conference Table and Chairs	Large Conference Table and Chairs	Fax	File Cabinet	Map Cabinet	Large Photo Copier	Small Photo Copier	Air Conditioner	Water Cooler	Scooter	Car/Twin-Cab Pickup	Micro-Bus	Uniform	Field Equipment ^c	Radio	Camera
Headquarters	17	29	12	18	4	1	2	11	-	1	3	4	1	-	4	-	-	-	4	-
Southern Zone Office	27	53	13	36	8	1	5	18	5	-	6	8	2	3	7	-	28	14	10	6
Southern Zone District Offices	19	45	-	19	-	9	-	9	-	-	9	-	-	20	6	3	101	101	111	19
Southern Zone Total	46	98	13	55	8	10	5	27	5	-	15	8	2	23	13	3	129	115	121	25
CMU Total (4 Zones)^d	201	421	64	238	36	41	22	119	20	1	63	36	9	92	56	12	516	460	488	100

Notes:

^aEvery office will have a ceiling fan.

^bWork Station = Desk, Chair, Telephone, and Guest Chair.

^cVaries with type of monitor.

^dAssuming that the other three Zones have the same staffing and equipment needs as the Southern Zone.

SECTION 4

BUDGET

The budget for the Cairo CMU is presented in Table 4. It is composed of four parts:

- Start-Up Equipment
- Recurrent Equipment
- Supplies
- Personnel

The Start-Up Equipment costs are a one-time expenditure to purchase the initial equipment for the CMU. All of the other costs are annual operating costs. For budgeting purposes, we assumed that Recurrent Equipment costs will equal 10 percent of the Start-Up Equipment costs, which in effect amortizes equipment over a ten-year period. Supplies, estimated at ten percent of the Personnel costs, includes office supplies, utilities, fuel, vehicle and equipment maintenance, uniforms, and field equipment. Personnel costs include salaries plus benefits, taxes, and annual bonuses for all of the employees in the Unit.

First Year Costs (Start-Up Equipment + Supplies + Personnel) are significantly higher than Subsequent Year Annual Costs (Recurrent Equipment + Supplies + Personnel) because they include the full costs of purchasing all of the start-up equipment. All of the costs in the table are reported in 2002 LE. As such, the Subsequent Year Annual Costs would be expected to grow with inflation by about two percent per year.

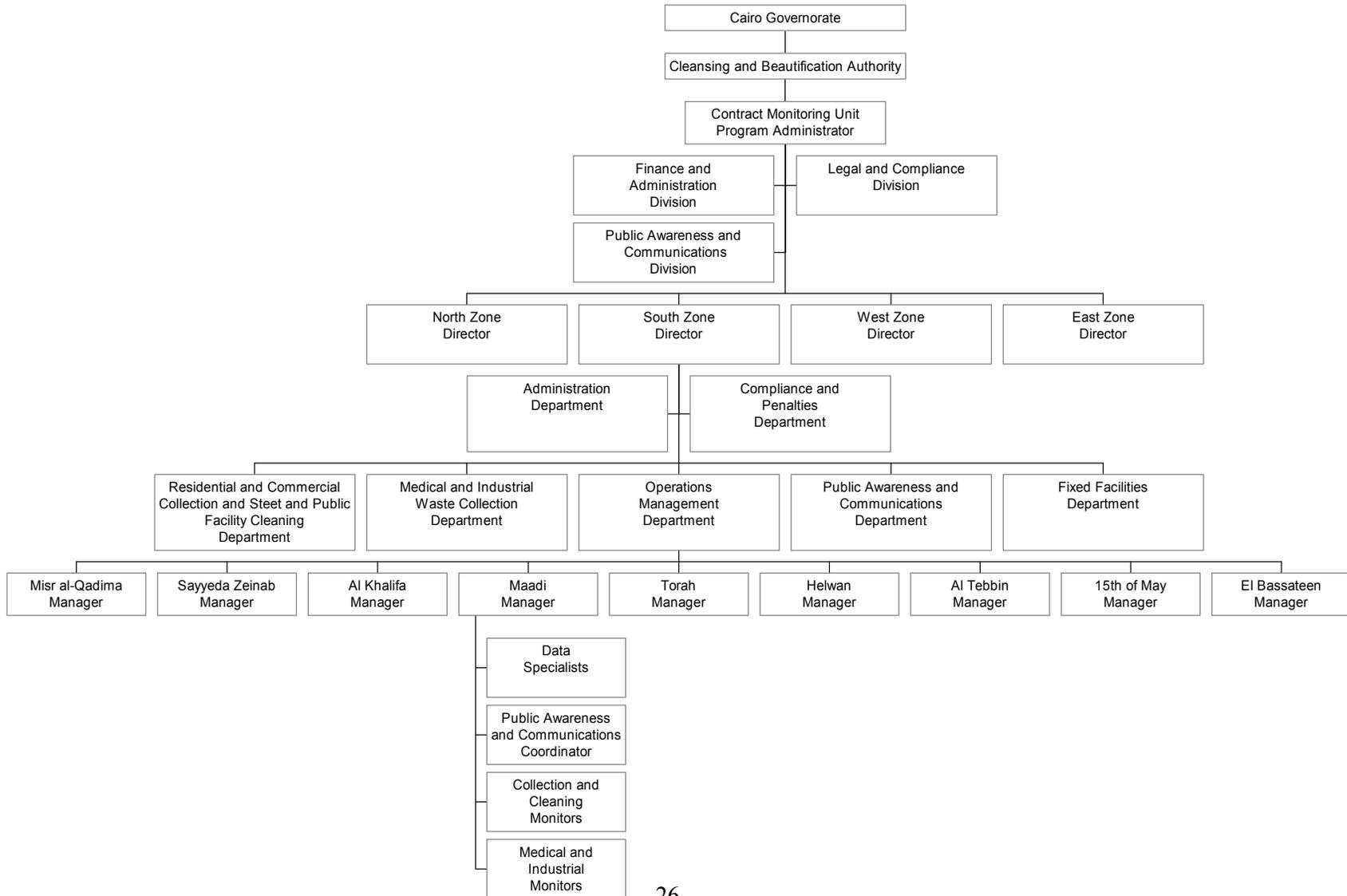
Table 4. Contract Monitoring Unit Budget (1,000 LE)

	Start-Up Equipment	Recurrent Equipment	Supplies	Personnel	First Year Costs	Subsequent Year Annual Costs
Headquarters	713	71	54	537	1,304	662
Southern Zone Office	1,130	113	117	1,172	2,419	1,402
Southern Zone District Offices	2,157	216	190	1,898	4,245	2,304
Southern Zone Total	3,287	329	307	3,070	6,664	3,706
CMU Total (4 Zones)^a	13,861	1,386	1,282	12,817	27,960	15,485
Notes:						
^a Assuming that the other three Zones have the same staffing and equipment needs as the Southern Zone.						

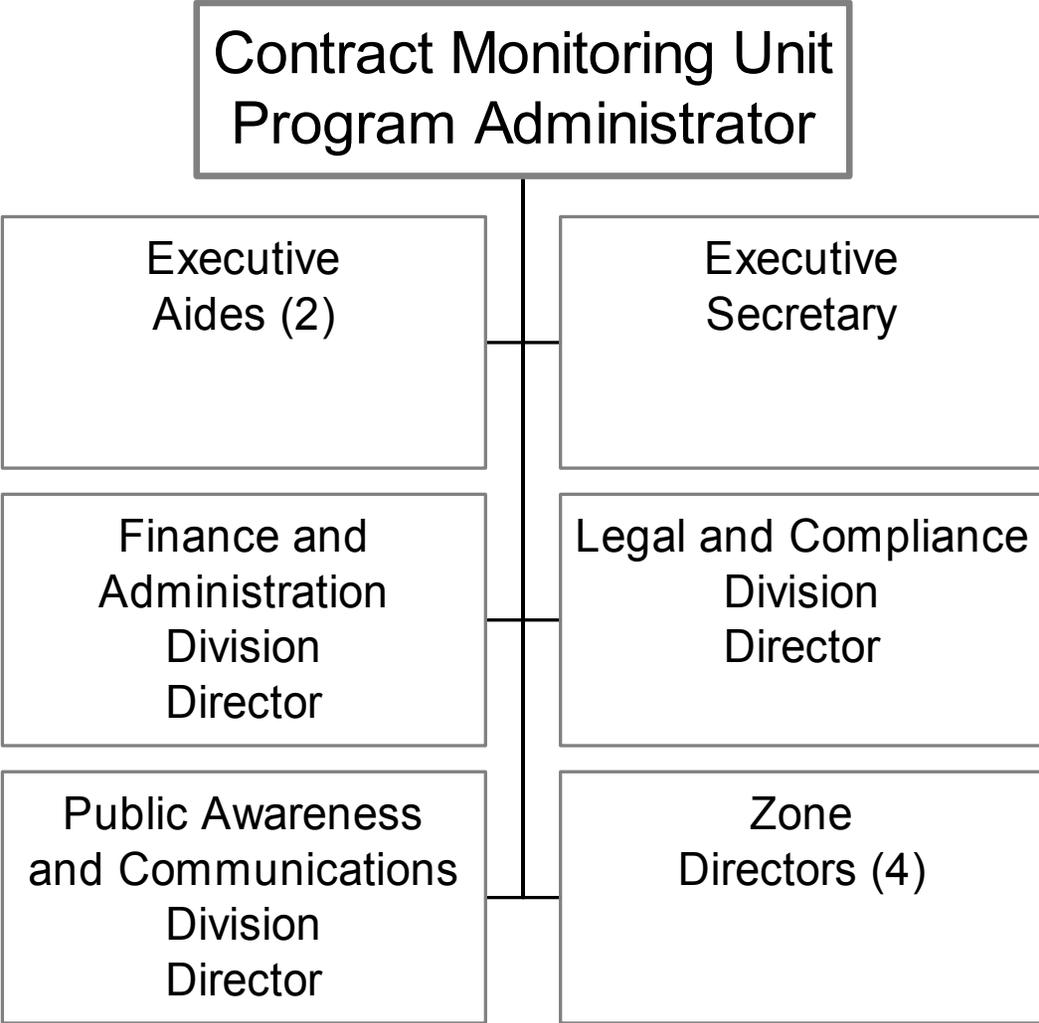
APPENDIX A

**ORGANIZATIONAL CHARTS FOR EACH OFFICE IN THE CONTRACT
MONITORING UNIT**

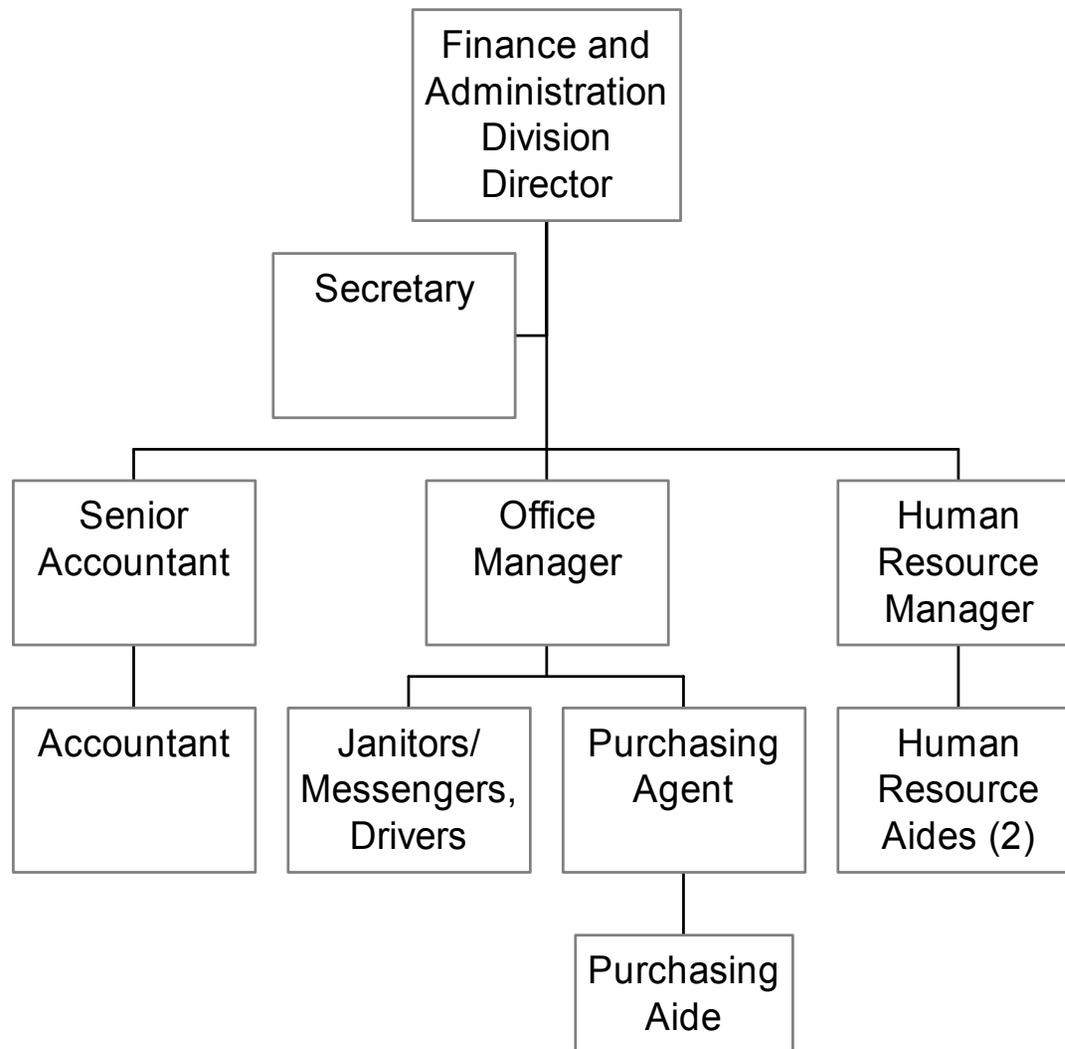
Cairo Contract Monitoring Unit



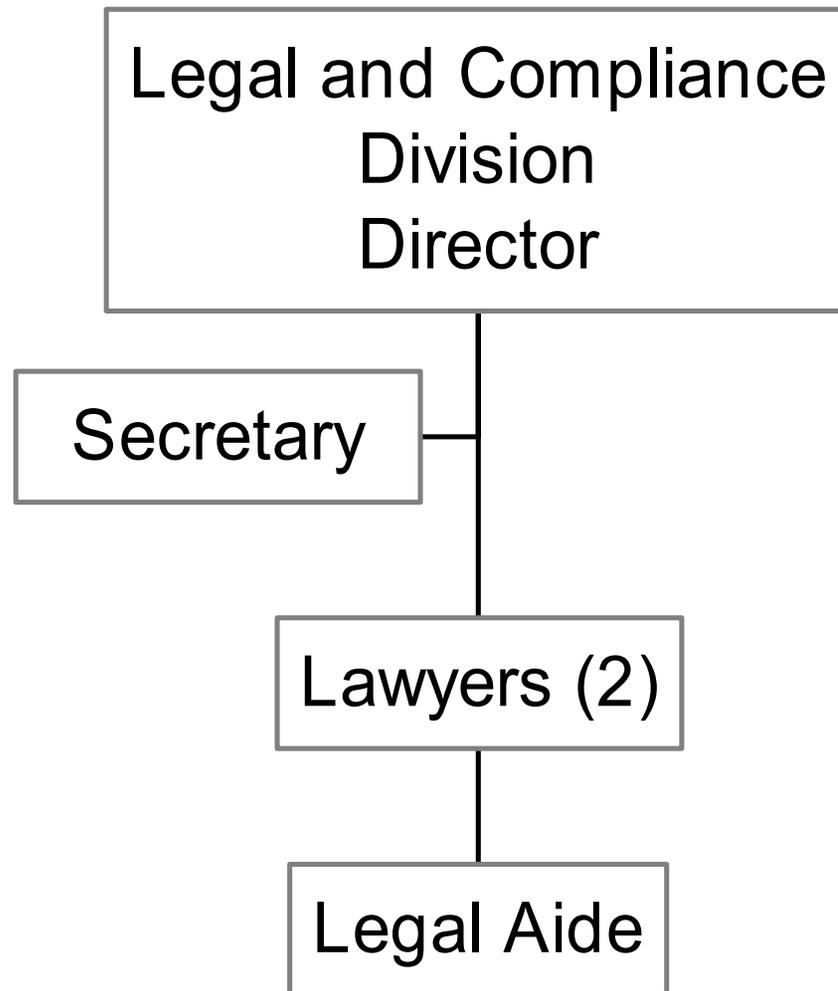
Cairo Contract Monitoring Unit -- Headquarters



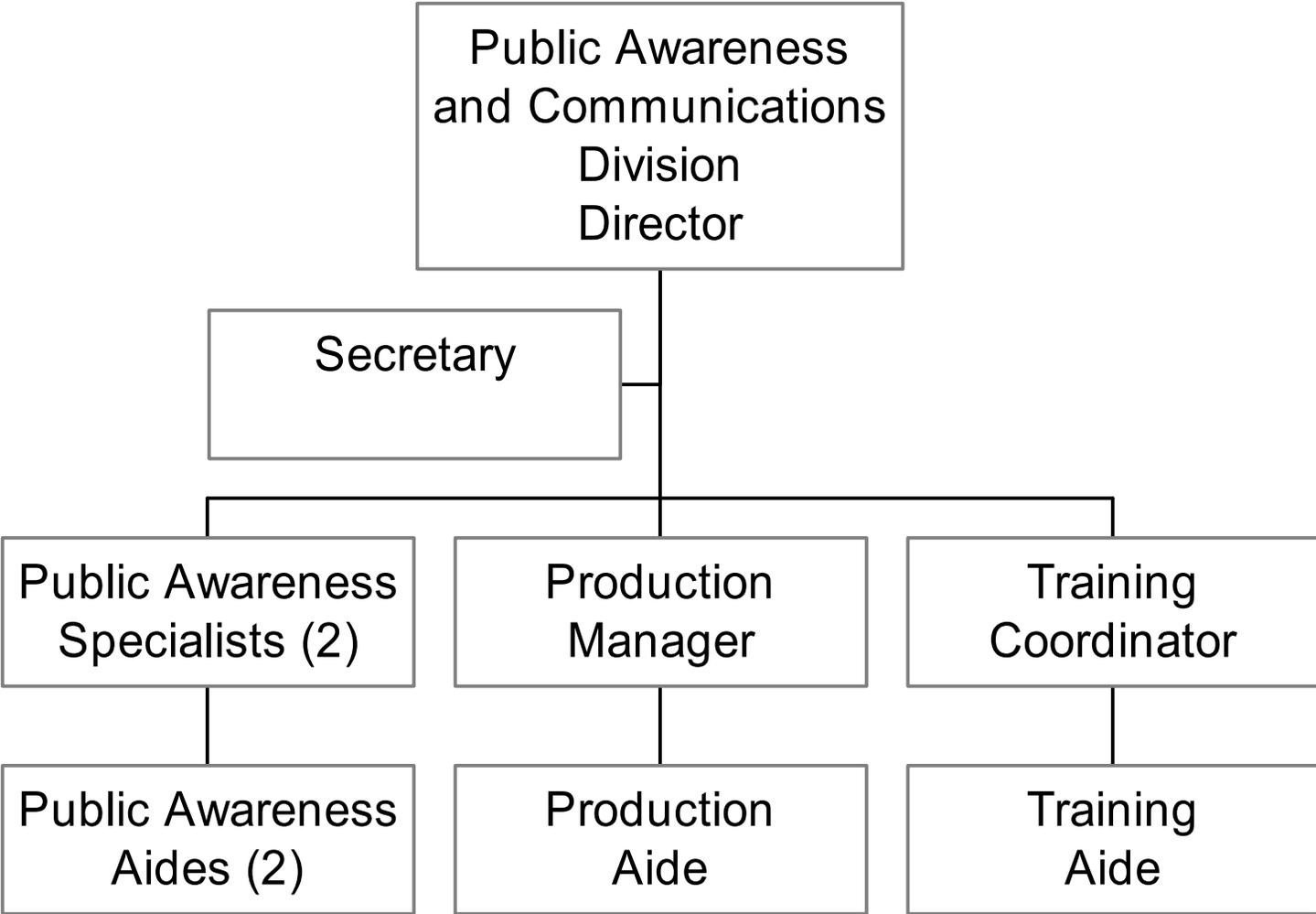
Cairo Contract Monitoring Unit – Headquarters Finance and Administration Division



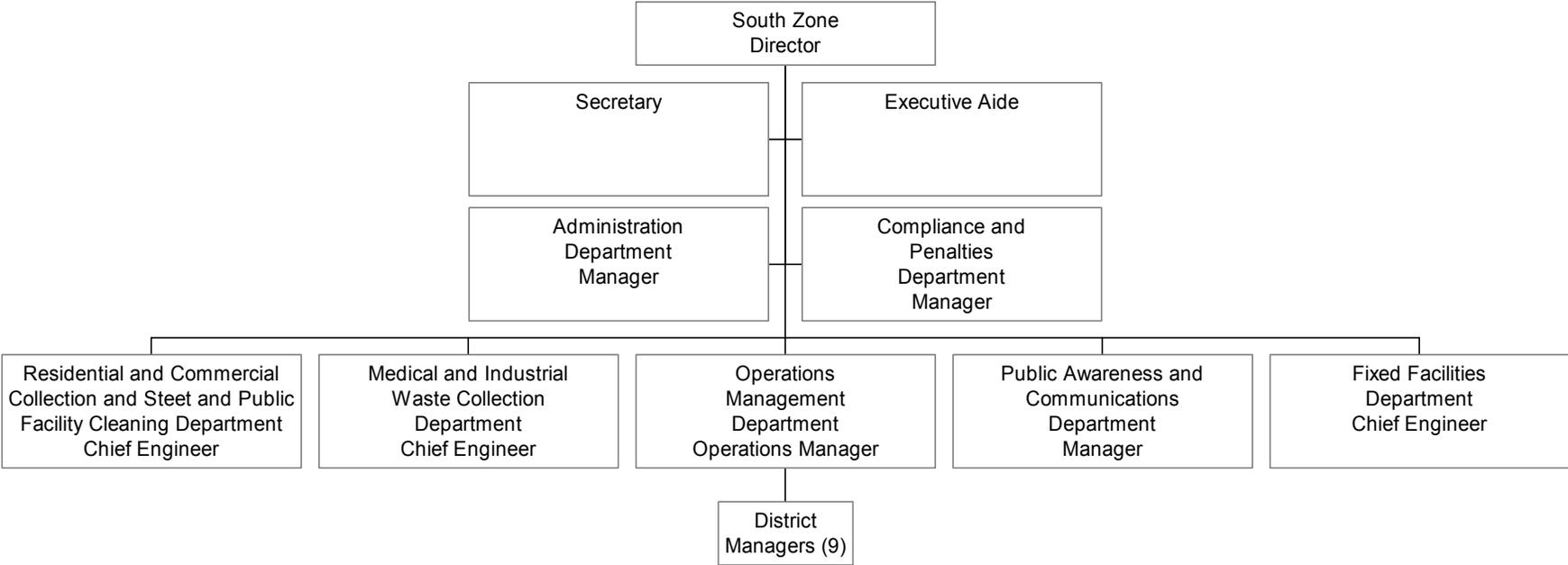
**Cairo Contract Monitoring Unit – Headquarters
Legal and Compliance Division**



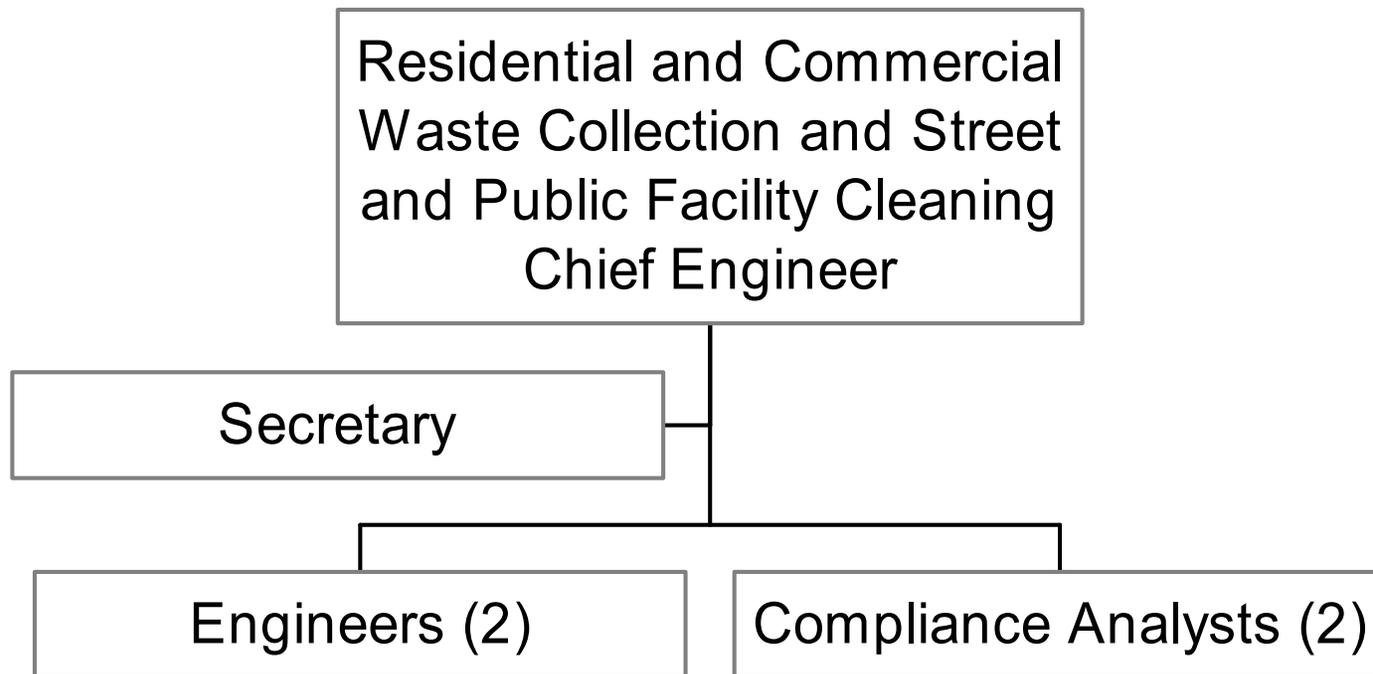
**Cairo Contract Monitoring Unit – Headquarters
Public Awareness and Communications Division**



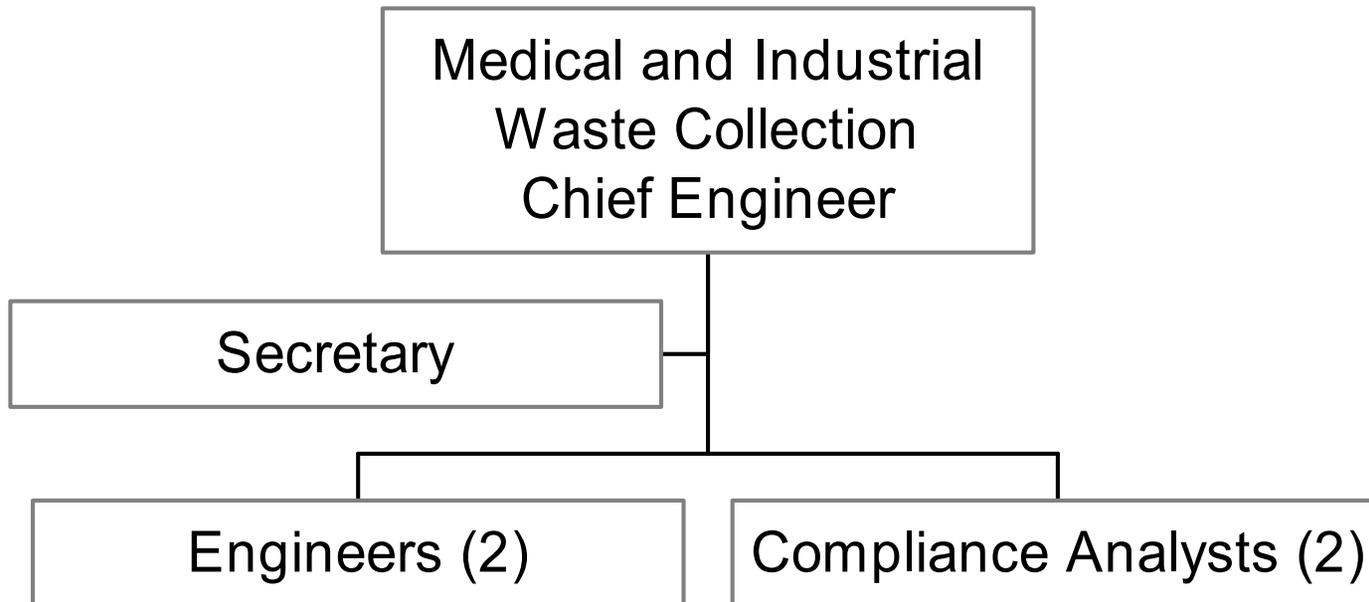
Cairo Contract Monitoring Unit – Zone



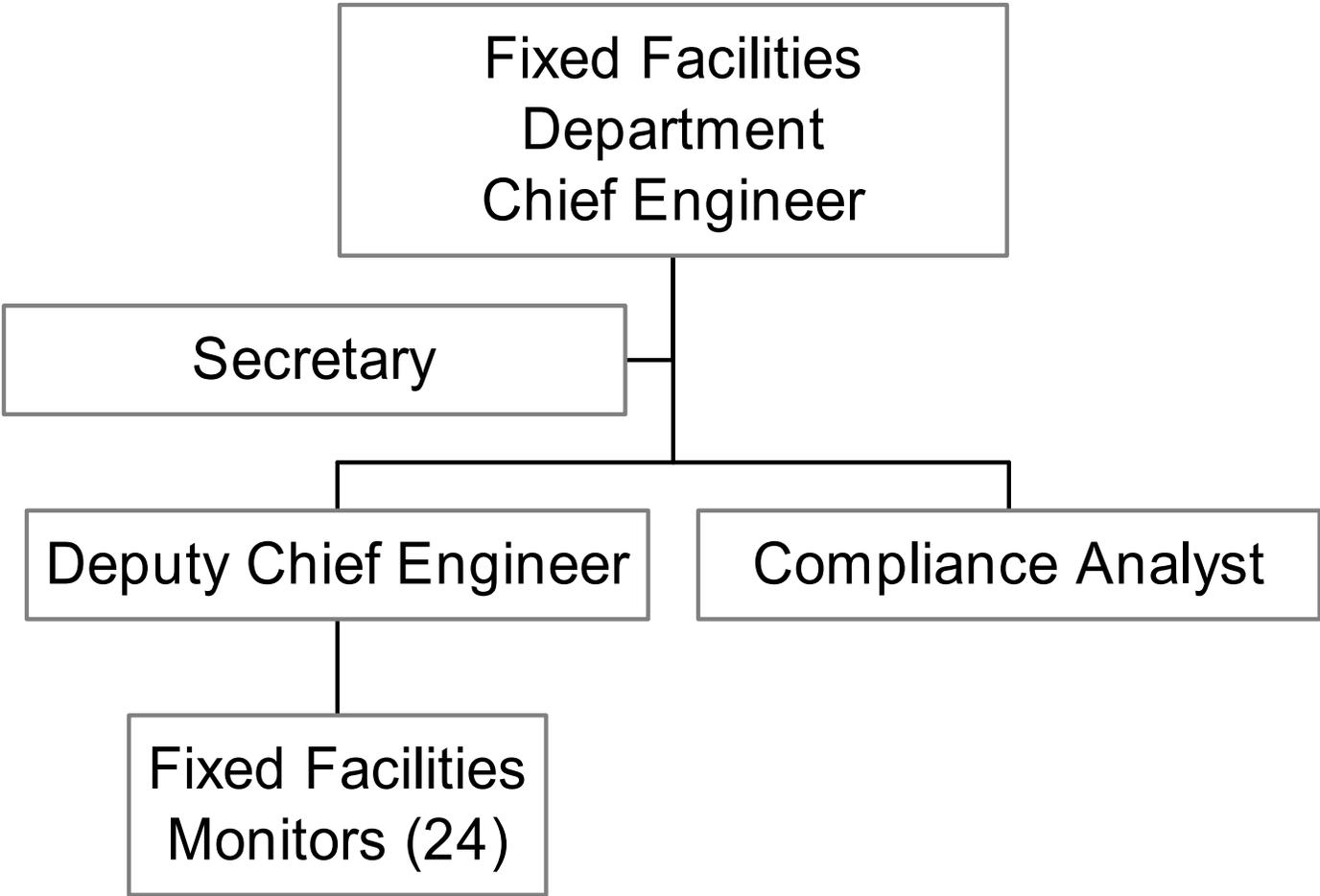
**Cairo Contract Monitoring Unit – Zone
Residential and Commercial Collection and
Street and Public Facility Cleaning Department**



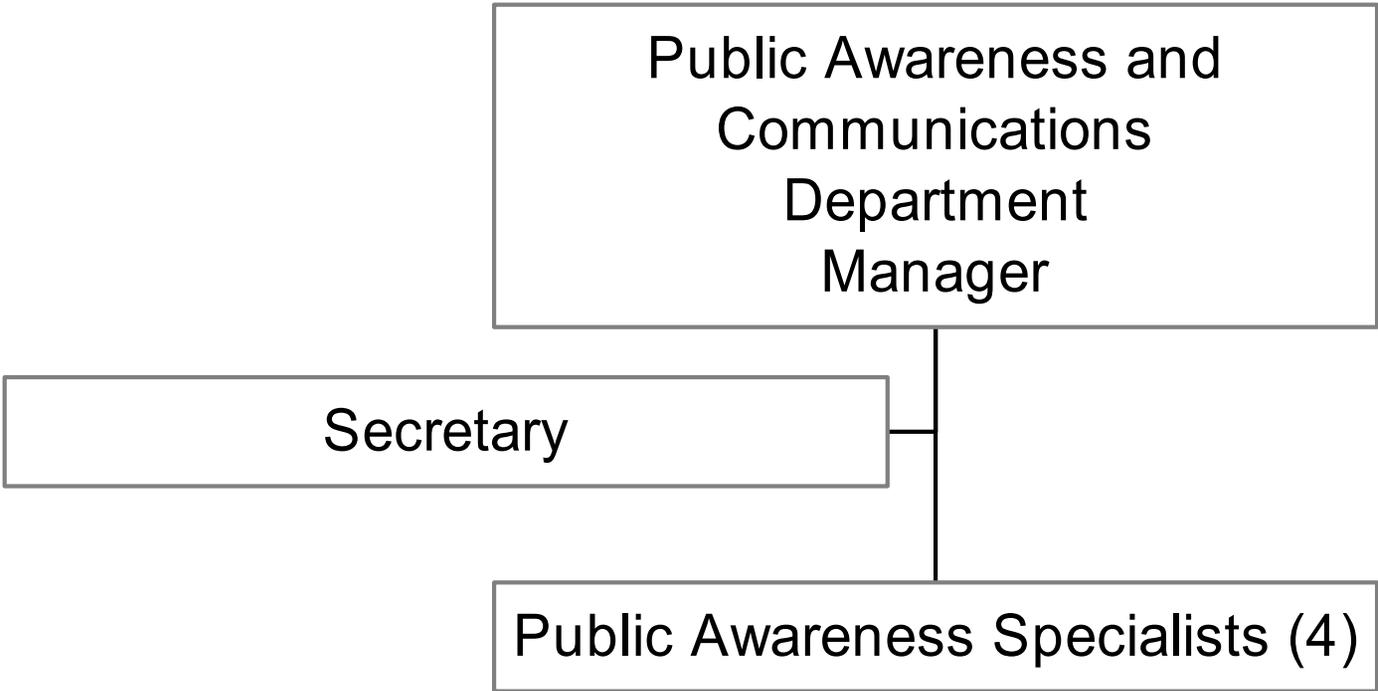
**Cairo Contract Monitoring Unit – Zone
Medical and Industrial Waste Collection Department**



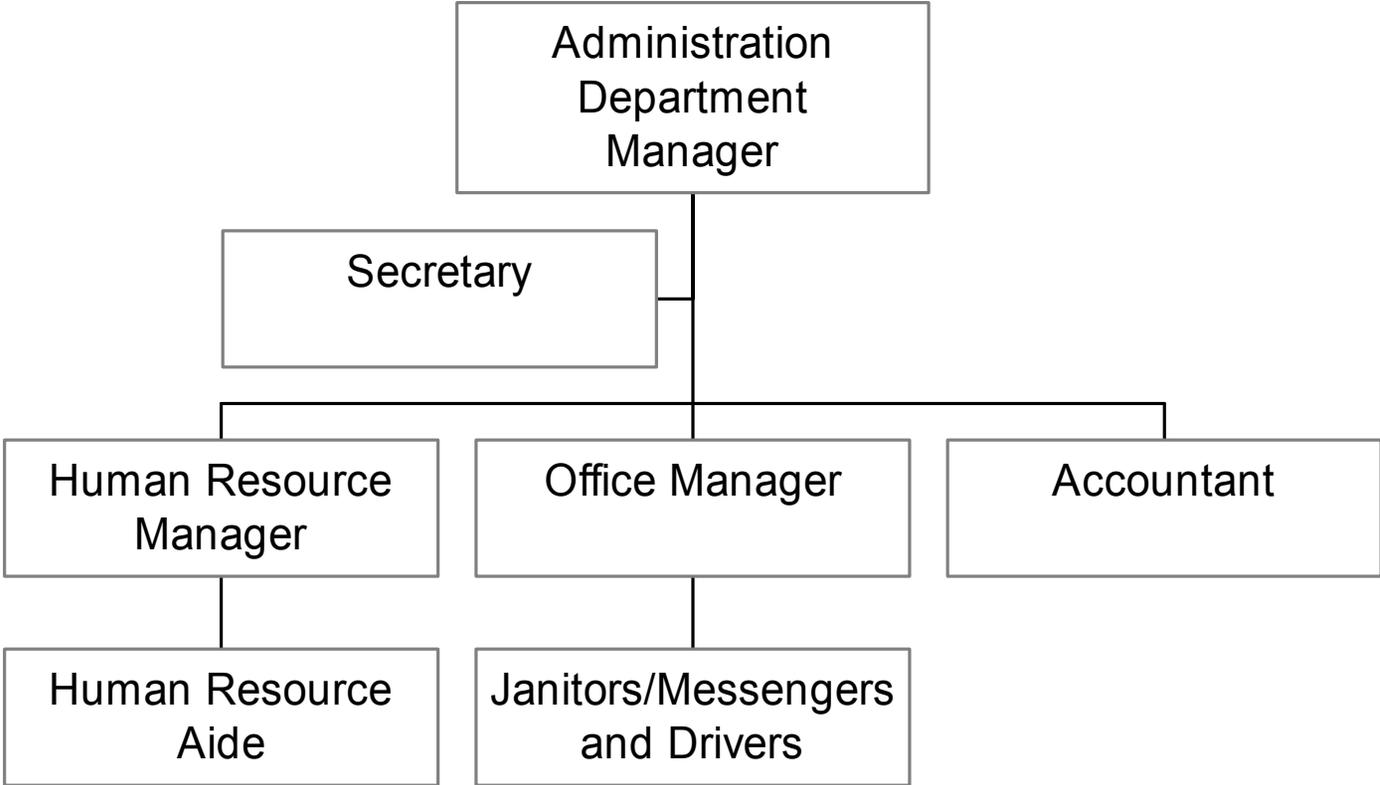
**Cairo Contract Monitoring Unit – Zone
Fixed Facilities Department**



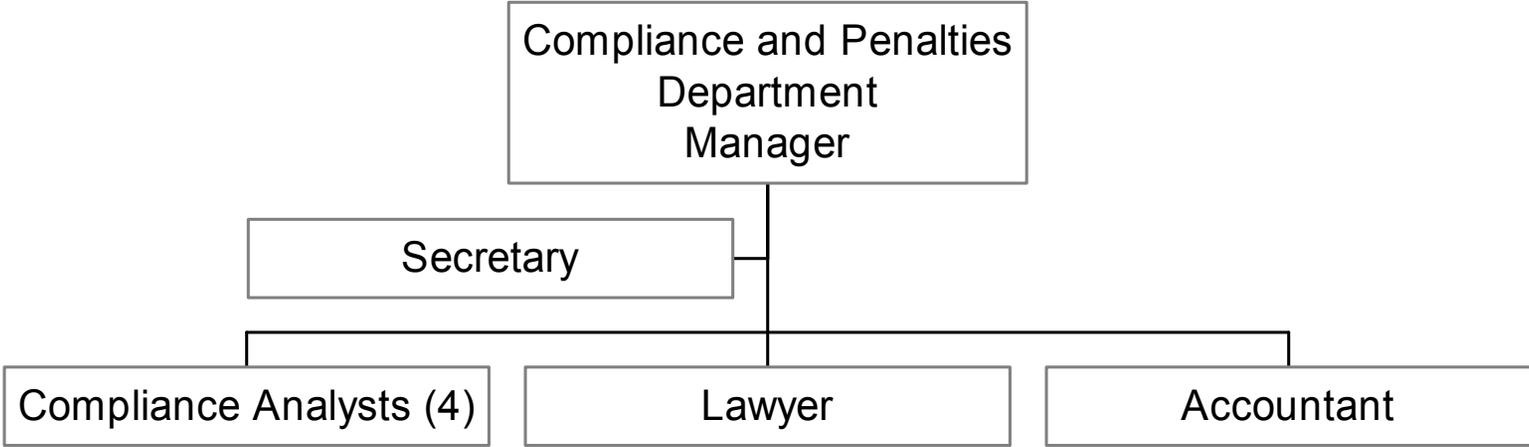
**Cairo Contract Monitoring Unit – Zone
Public Awareness and Communications Department**



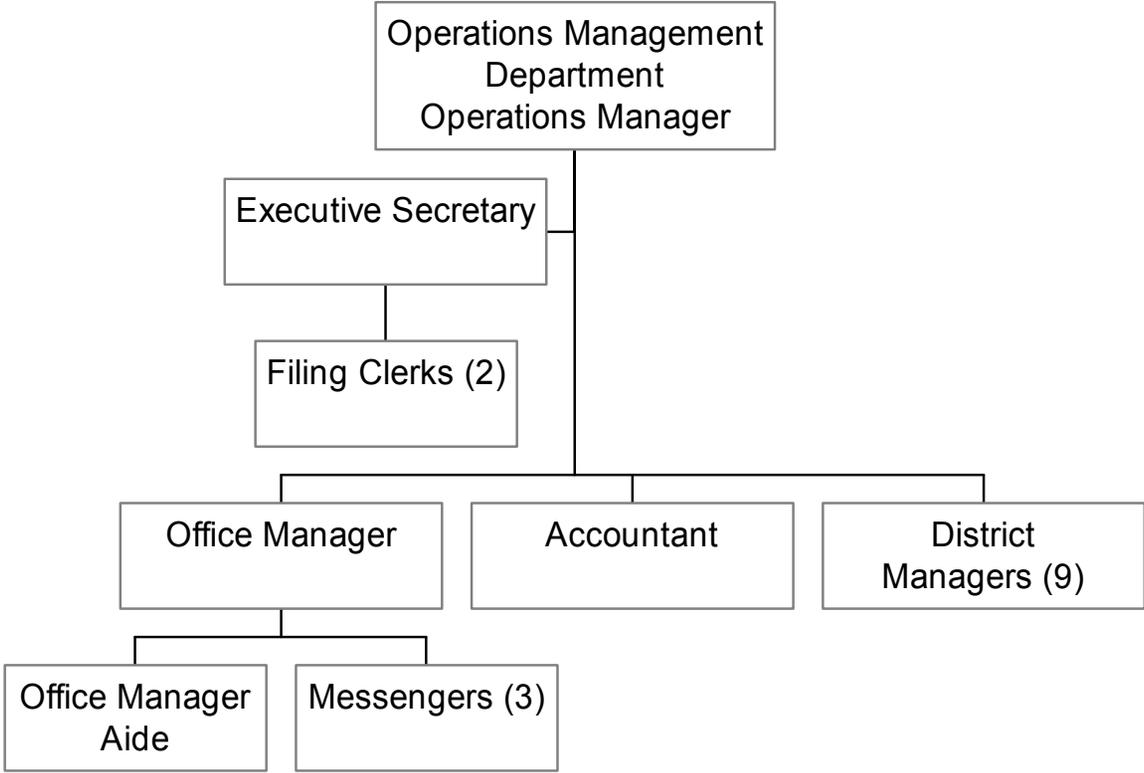
**Cairo Contract Monitoring Unit – Zone
Administration Department**



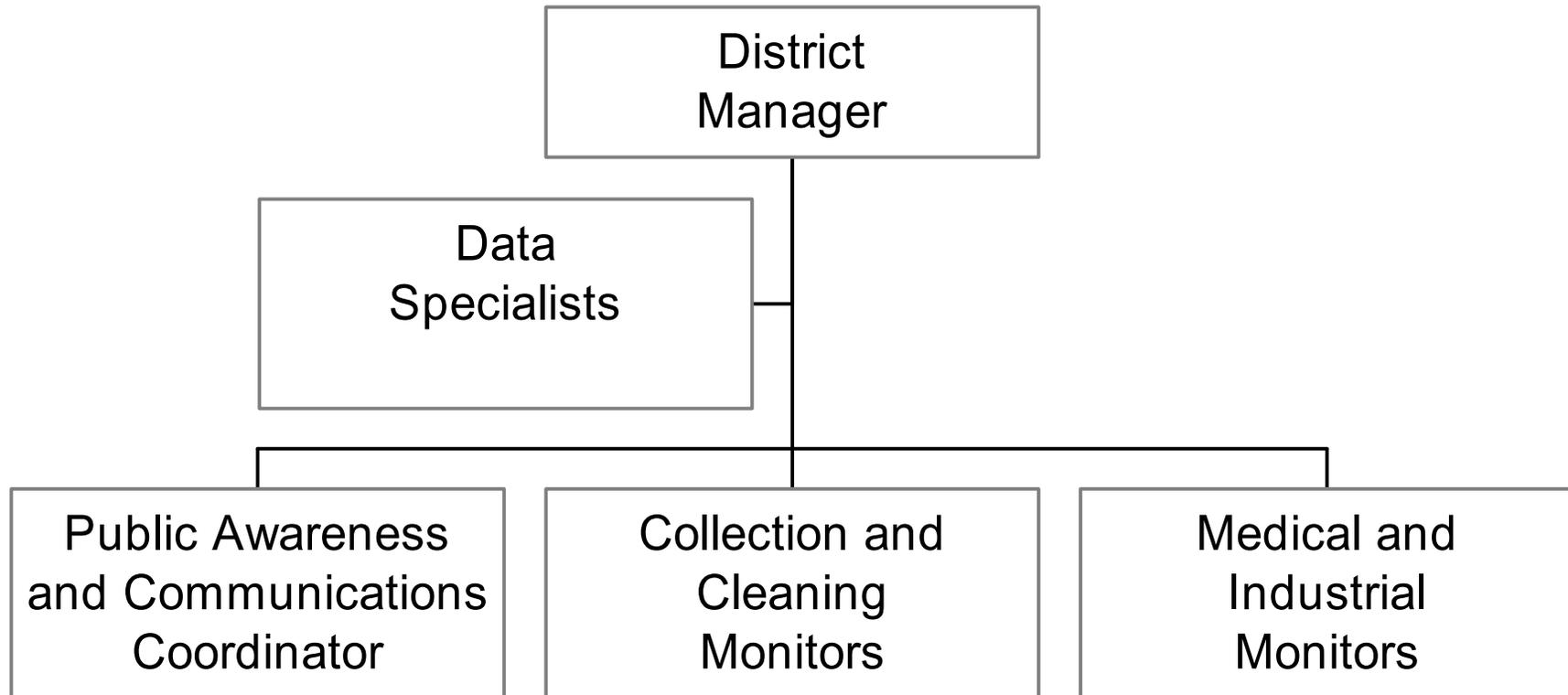
Cairo Contract Monitoring Unit – Zone Compliance and Penalties Department



Cairo Contract Monitoring Unit – Zone Operations Management Department



Cairo Contract Monitoring Unit – District



APPENDIX B
JOB DESCRIPTIONS

Tier One – Headquarters

Program Administrator’s Office

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Program Administrator		
Institutional Unit:	Solid Waste Management Contract Monitoring Unit	Location:	Headquarters
Reports To:	Director, Cairo Cleansing and Beautification Authority	Supervises:	<ul style="list-style-type: none"> • Executive Secretary • Executive Aides • Directors of Headquarters’ Divisions • Zone Directors
<p>Job Summary: Manage and direct the Cairo Solid Waste Management Contract Monitoring Unit, a unit with approximately 1,000 employees. Insure that the Contractors providing solid waste services are performing according to their contracts and are paid for their services in a timely manner. Provide the citizens of Cairo with information on the solid waste management program so that they can become full partners in creating a cleaner Cairo.</p>			
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Provide strategic program direction for the Contract Monitoring Unit. • Establish program goals and individual service objectives. • Manage and direct a staff of approximately 1,000 employees. • Develop and meet an annual work plan and budget for the Unit. • Meet with Contractors’ representatives and Zone Directors at least monthly to review contract compliance. • Authorize Contractors’ payments and penalties. • Negotiate contract revisions with the Contractors as necessary. • Prepare and submit reports to the Governor and the Director of the Cairo Beautification and Cleansing Authority on the status of the solid waste management program, the adequacy of funding, and the performance of the Contractors. • Coordinate the activities of the Contract Monitoring Unit with those of the other departments in the Cairo Beautification and Cleansing Authority. • Provide testimony at local and national legislative and regulatory hearings. • Make formal presentations at national and international conferences. • Promote the program’s goals and objectives to the public. • Motivate high levels of performance from Unit staff by providing leadership based on employee empowerment and incentives. 			

Minimum Qualifications:	
Education:	A Bachelor's Degree in engineering, business, public administration, or physical science.
Experience:	<ul style="list-style-type: none"> • 20 years of experience in an upper-level private or public management position. • Responsibility for annual budgets exceeding 50 million LE. • Management of a staff of at least 50 technical, financial, or legal professionals. • Experience in managing large operations contracts. • Experience providing testimony at legal, regulatory, or legislative hearing.
Skills:	<ul style="list-style-type: none"> • Demonstrated ability to achieve organizational goals on time and on budget. • Strong leadership skills. • Strong communications skills including public speaking. • Fluency in written and spoken Arabic. • Aptitude for learning a second language.
Working Conditions:	
<p>The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to attend meetings and observe field operations. It may also require some travel outside of the Cairo metropolitan area to attend national and international conferences.</p>	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Executive Secretary		
Institutional Unit:	Administrator's Office	Location:	Headquarters
Reports To:	Program Administrator	Supervises:	None
Job Summary: Provide secretarial support to the Program Administrator.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Administrator's calendar. • Receive telephone calls, mail, and other forms of communication for the Administrator. • Receive visitors to the Administrator. • Make arrangements for the Administrator's travel. • Make arrangements for meetings hosted by the Administrator. • Type and process the Administrator's correspondence, reports, and other written documents. • Maintain the Administrator's files. • Provide support to the Administrator's Executive Aides as directed by the Administrator. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 5 years experience as a secretary. • 2 years experience as a secretary to a senior manager. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic and English. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to support the activities of the Program Administrator.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Executive Aide		
Institutional Unit:	Administrator's Office	Location:	Headquarters
Reports To:	Program Administrator	Supervises:	None
Job Summary: Assist the Administrator in achieving his duties and responsibilities and maintaining effective contact with Governorate officials, Unit managers, and the public.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Read incoming mail and route all mail not requiring the Administrator's attention. • Compose correspondence independently for the Administrator's review and signature. • Maintain contact for the Administrator with Governorate offices. • Follow-up with others on projects assigned by the Administrator. • Prepare meeting agendas, attends meetings, keeps records, and prepares drafts of minutes for review and approval by the Administrator. • Represent the Administrator at meetings and functions as directed by the Administrator. • Undertake other duties as assigned by the Administrator. 			
Minimum Qualifications:			
Education:	A Bachelor's Degree in engineering, business, public administration, law, or physical science.		
Experience:	<ul style="list-style-type: none"> • 3 years experience working for a high-level government official. 		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communications skills. • Fluency in written and spoken Arabic and English. • Computer skills in word processing and spreadsheets. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to support the activities of the Program Administrator.			

Finance and Administration Division

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Director		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Program Administrator	Supervises:	<ul style="list-style-type: none"> • Division Secretary • Human Resource Manager • Office Manager • Senior Accountant
Job Summary: Provide administrative, financial, and budgetary support to the Contract Monitoring Unit.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the staff of the Finance and Administration Division. • Perform analyses to ensure that the costs of the program are in balance with the fees collected for service. • Interact with the Governorate Finance Department to ensure that fees are deposited in the account and that Contract payments are made. • Coordinate preparation of the annual budget for the Unit, in cooperation with the Division and Zone Directors. • Monitor implementation of the Unit budget. • Prepare budget reports for the Program Administrator. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in accounting, business, or public administration.		
Experience:	<ul style="list-style-type: none"> • 15 years experience in public administration. • 10 years experience in a management position. • Experience developing and monitoring large (10 million LE) public budgets. • Experience in personnel management. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Knowledge of Government of Egypt civil servant rules and regulations. • Strong interpersonal and communication skills. • Computer skills in spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Director, Finance and Administration Division	Supervises:	None
Job Summary: Provide secretarial support to the Division Director and Division staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Director’s calendar. • Receive telephone calls, mail, and other forms of communication for the Director. • Receive visitors to the Director. • Make travel arrangements for the Director and other Division staff. • Make arrangements for meetings hosted by the Division. • Type and process the Director’s correspondence, reports, and other written documents. • Maintain the Division’s files. • Provide support to the staff of the Finance and Administration Division as directed by the Director. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Human Resource Manager		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Director, Finance and Administration Division	Supervises:	Division Human Resource Aides
Job Summary: Provide direct human resource management for the Headquarters' employees and oversee human resource management in the Zones and Districts.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Human resource Aides. • Assist the Division Director in the development of the human resource component of the Unit budget. • Advertise position openings. • Write job descriptions, in cooperation with the Zone level Human Resource Managers and relevant supervisors. • Maintain job descriptions for all employees in the Unit. • Maintain personnel files for all employees in the Unit. • Arrange for employment screening, application reviews, and interviews, coordinating with the Zone level Human Resource Managers and involving the relevant supervisors. • Develop employee evaluation methodologies and procedures. • Train supervisors in employee evaluation methodologies and procedures. • Provide new employees with relevant employment information and orientation. • Receive and process timesheets from Headquarters employees, receive processed timesheets from the Zone level Human Resource Managers, and forward all processed timesheets to the relevant authorities for payroll. • Serve as an interface between the Human resource Department in the Cairo Cleansing and Beautification Authority and the Unit. • Respond to Headquarters' employees' inquiries concerning human resource issues (salaries, holidays, sick leave, vacations, etc.). • Respond to Headquarters' employee/supervisor complaints. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 10 years experience in human resource management. • 5 years experience in a management position. • Experience in managing payroll for a large organization. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of Government of Egypt civil servant rules and regulations. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to work with the Zone and District offices on human resource issues.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Human Resource Aide		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Human Resource Manager	Supervises:	None
Job Summary: Assist the Human resource Manager accomplish his or her tasks.			
Duties and Responsibilities: <ul style="list-style-type: none"> • The Human Resource Aide will assist the Human Resource Manager as directed by the Manager, but the following are the specific areas in which he or she will most likely be involved. • Advertise position openings. • In cooperation with the Zone level Human Resource Managers, and relevant supervisors and employees, write position descriptions. • Maintain position descriptions for all employees in the Unit. • Maintain personnel files for all employees in the Unit. • Arrange for employment screening, application reviews, and interviews, coordinating with the Zone level Human Resource Managers and involving the relevant supervisors. • Provide new employees with relevant employment information and orientation. • Receive and process timesheets from Headquarters employees, receive processed timesheets from the Zone level Human Resource Managers, and forward all processed timesheets to the relevant authorities for payroll. • Respond to Headquarters' employees' inquiries concerning human resource issues (salaries, holidays, sick leave, vacations, etc.). 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 1 year experience in an office setting in the public or private sector. 		
Skills:	<ul style="list-style-type: none"> • Ability to deliver products in the form required and on-time. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to work with the Zone and District offices on human resource issues.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Office Manager		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Director, Finance and Administration Division	Supervises:	<ul style="list-style-type: none"> • Purchasing Agent • Janitors/Messengers • Drivers
Job Summary: Manage office space, vehicles, office equipment, and supplies for the Headquarters of the Contract Monitoring Unit.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Supervise the Purchasing Agent, janitors/messengers, and drivers. • Assist the Division Director in the development of the vehicles, equipment, supplies, and office management components of the Unit budget, in coordination with the Zone Directors. • Oversee the cleaning and maintenance of the office space for the Headquarters of the Unit. • Receive and process purchase requests from the Zones. • Purchase vehicles, office equipment, communications equipment, and office supplies for the Unit. • Maintain and inventory vehicles, office equipment and communications equipment for the Headquarters of the Unit. • Manage the distribution of office supplies for the Headquarters of the Unit. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 10 years experience in office management. • 2 years experience in management. 		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Purchasing Agent		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Office Manager	Supervises:	Purchasing Aide
Job Summary: Manage the purchasing process for vehicles, equipment, supplies, office space, and services.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Office Manager in securing vehicles, equipment, supplies, office space, and services. • Manage the purchasing process so as to secure desired products at or below the budget. • Prepare invitations for bids and requests for proposal on a timely basis and in compliance with Governorate’s policies and procedures. • Solicit, receive, and process responses to invitations for bids and requests for proposals. • Evaluate responses for compliance with Governorate’s policies and procedures. • Maintain a complete and accurate database of purchasing transactions. • Maintain an accurate vendor list and contacts with vendors. • Make direct purchases from vendors in compliance with Governorate’s policies and procedures. 			
Minimum Qualifications:			
Education:	Bachelor’s Degree		
Experience:	<ul style="list-style-type: none"> • 5 years experience in purchasing. • Experience in managing large purchases (100,000+ LE). 		
Skills:	<ul style="list-style-type: none"> • Strong organizational and analytical skills. • Strong interpersonal and communication skills. • Strong negotiating skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to inspect and purchase equipment and supplies.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Purchasing Aide		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Purchasing Agent	Supervises:	None
Job Summary: Assist the Purchasing Agent accomplish his or her tasks.			
Duties and Responsibilities: <ul style="list-style-type: none"> • The Purchasing Aide will assist the Purchasing Agent as directed by the Agent, but the following are the specific areas in which he or she will most likely be involved. • Prepare invitations for bids and requests for proposal on a timely basis and in compliance with Governorate’s policies and procedures. • Solicit, receive, and process responses to invitations for bids and requests for proposals. • Evaluate responses for compliance with Governorate’s policies and procedures. • Maintain a complete and accurate database of purchasing transactions. • Maintain an accurate vendor list and contacts with vendors. • Make direct purchases from venders in compliance with Governorate’s policies and procedures. 			
Minimum Qualifications:			
Education:	Bachelor’s Degree		
Experience:	<ul style="list-style-type: none"> • 1 year experience in an office setting in the public or private sector, preferably in purchasing or accounting. 		
Skills:	<ul style="list-style-type: none"> • Strong organizational skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to inspect and purchase equipment and supplies.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Senior Accountant		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Director, Finance and Administration Division	Supervises:	Accountant
Job Summary: Coordinate the preparation of the budget for the Contract Monitoring Unit and monitor its implementation.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Division Accountant. • Assist the Division Director in the preparation of the annual budget for the Unit, in cooperation with the Division and Zone Directors. • Compile the Unit budget. • Track implementation of the Unit budget. • Prepare budget reports for the Division Director. • Receive from the Purchasing Agent approved invoices from vendors and suppliers and arrange for payments. 			
Minimum Qualifications:			
Education:	Bachelor's degree in accounting.		
Experience:	<ul style="list-style-type: none"> • 10 years experience in public accounting. • Experience developing and monitoring large (10 million LE) public budgets. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Demonstrated ability to develop and monitor budgets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Accountant		
Institutional Unit:	Finance and Administration Division	Location:	Headquarters
Reports To:	Senior Accountant	Supervises:	None
Job Summary: Track income from solid waste service fees and arrange for Contract payments.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Track fee collection. • Receive approved Contractor invoices from Zone Offices and arrange for contract payments from the Governorate's Finance Department. • Assist the Division Director in the preparation of analyses to ensure that the costs of the program are in balance with the fees collected for service. 			
Minimum Qualifications:			
Education:	Bachelor's degree in accounting.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in accounting. • Experience reviewing and processing large invoices. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Knowledge of fee system accounting. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Legal and Compliance Division

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Director		
Institutional Unit:	Legal and Compliance Division	Location:	Headquarters
Reports To:	Program Administrator	Supervises:	<ul style="list-style-type: none"> • Division Secretary • Division Lawyers
Job Summary:			
Serve as chief legal counsel for the Contract Monitoring Unit and manage the staff of the Legal and Compliance Division.			
Duties and Responsibilities:			
<ul style="list-style-type: none"> • Manage the staff of the Legal and Compliance Division. • Provide legal services to the Contract Monitoring Unit. • Represent the interests of the Contract Monitoring Unit in all legal matters. • Make official legal interpretations of contracts for the Contract Monitoring Unit. • Attend meetings with the Contractors at the request of the Program Administrator. • Assist the Program Administrator in negotiating contract revisions with the Contractors as necessary. • Meet regularly with the Lawyers in the Division and in the Zone Offices to coordinate legal activities. • Advise Unit personnel at all levels of legal rights and obligations in dealing with the public. • Initiate and facilitate arbitration procedures with the Contractors if necessary. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in law. Membership in the Egyptian Syndicate of Lawyers.		
Experience:	<ul style="list-style-type: none"> • 15 years of experience as a lawyer. • 10 years experience in contract law. • 2 years experience in a management position. • Major contract (i.e., exceeding 50 million LE) evaluation and negotiation experience. • Experience enforcing civil penalties and fines. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability to work in a changing environment and adapt to changes. • Fluency in written and spoken Arabic. 		
Working Conditions:			
The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Legal and Compliance Division	Location:	Headquarters
Reports To:	Director, Legal and Compliance Division	Supervises:	None
Job Summary: Provide secretarial support to the Division Director and Division staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Director’s calendar. • Receive telephone calls, mail, and other forms of communication for the Director. • Receive visitors to the Director. • Make travel arrangements for the Director and other Division staff. • Make arrangements for meetings hosted by the Division. • Type and process the Director’s correspondence, reports, and other written documents. • Maintain the Division’s files. • Provide support to the staff of the Legal and Compliance Division as directed by the Director. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. • 1 year experience as a secretary to a lawyer. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Lawyer		
Institutional Unit:	Legal and Compliance Division	Location:	Headquarters
Reports To:	Director, Legal and Compliance Division	Supervises:	None
Job Summary: Secure and maintain necessary permits, approvals, and licenses and provide legal consultation to the Divisions and Zones regarding monitoring procedures.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Facilitate the legal possession of and access to the facilities to be handed over to the Contractors. • Obtain and maintain necessary permits, approvals, and licenses for the smooth operation of the Solid Waste Management Program. • Assist the Contractors in obtaining and maintaining necessary permits, approvals, and licenses. • Train Zone Compliance and Penalties Department personnel how to properly prepare written instructions to the Contractors to provide services as per the contract and notifications of penalty deductions, in response to noncompliance. • Advise the Director of the Legal and Compliance Division on legal interpretations of contracts for the Contract Monitoring Unit. • Advise the Chief Engineers in the Zones on the development of monitoring forms to ensure that the documentation included in the forms is sufficient for determining contract compliance. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in law. Membership in the Egyptian Syndicate of Lawyers		
Experience:	<ul style="list-style-type: none"> • 5 years of experience as a lawyer. • 2 years experience in contract law. • Experience in permitting and licensing. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability to work in a changing environment and adapt to changes. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Legal Aide		
Institutional Unit:	Legal and Compliance Division	Location:	Headquarters
Reports To:	Director, Legal and Compliance Division	Supervises:	None
Job Summary: Provide paralegal and administrative support to the Director and the Lawyers in the Division.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive compliance reports from the Zone Offices and compile monthly a consolidated compliance report for the Program Administrator. • Conduct legal research as assigned by the Division Director or Division Lawyers. • Assist the Division Director and Division Lawyers in accomplishing their duties and responsibilities. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in law.		
Experience:	<ul style="list-style-type: none"> • 1 year of work experience in an office setting. 		
Skills:	<ul style="list-style-type: none"> • Excellent research and organizational skills. • Ability to work in a changing environment and adapt to changes. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Public Awareness and Communications Division

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Director		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Program Administrator	Supervises:	<ul style="list-style-type: none"> • Division Secretary • Public Awareness Specialists • Production Manager • Training Coordinator
<p>Job Summary: Develop and oversee the implementation of the Public Awareness and Communications program for the Governorate’s solid waste management program. Supervise the staff of the Headquarters’ Public Awareness and Communications Division and provide guidance and support to the Public Awareness and Communications personnel in the Zone and District offices.</p>			
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Manage the Headquarters’ Public Awareness and Communications Division. • Develop the Public Awareness and Communications Strategy for the Solid Waste Management Program. • Monitor and evaluate the implementation of the Solid Waste Public Awareness and Communications Strategy at the Governorate, Zone, and District levels. • Meet regularly with the Zone Directors to discuss implementation of Public Awareness and Communications activities and to ensure that the activities are addressing public concerns. • Develop and manage the Public Awareness and Communications work plan and budget for the Division and monitor development and implementation of Zone and District level Public Awareness and Communications work plans and budgets. • Oversee the development of Public Awareness and Communications programs and materials produced by the Division. • Coordinate with the Contractors in producing public awareness and communications materials and conducting campaigns to optimize consistency and impact of messages. • Oversee the development and management of the media strategy for the Contract Monitoring Unit. • Oversee the preparation of news articles and press releases. • Attend coordination meetings with the Contractors (hosted by the Zones) regarding implementation of their public information programs. • Identify and secure outside funding and private sponsorship for public awareness and communications campaigns. • Oversee the development and implementation of training for Public Awareness and Communications personnel at the Zone and District levels. • Provide the Program Administrator with information and advice related to Public Awareness and Communications issues. 			

Minimum Qualifications:	
Education:	Bachelor's Degree in communications, journalism, marketing, or public relations. Master's Degree in a relevant field is an asset.
Experience:	<ul style="list-style-type: none"> • 15 years experience in communications or public awareness based activities. • 10 years of management experience. • Experience in preparing communications aids and plans. • Experience in project planning, management, and evaluation.
Skills:	<ul style="list-style-type: none"> • Knowledge of the local media markets. • Demonstrated creativity and vision. • Strong leadership and team building skills. • Strong interpersonal and communication skills. • Strong public communications skills including public speaking. • Fluency in written and spoken Arabic and English.
Working Conditions:	
The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to attend meetings and observe field operations.	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Director, Public Awareness and Communications Division	Supervises:	None
Job Summary: Provide secretarial support to the Division Director and Division staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Director’s calendar. • Receive telephone calls, mail, and other forms of communication for the Director. • Receive visitors to the Director. • Make travel arrangements for the Director and other Division staff. • Make arrangements for meetings hosted by the Division. • Type and process the Director’s correspondence, reports, and other written documents. • Maintain the Division’s files. • Provide support to the staff of the Public Awareness and Communications Division as directed by the Director. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Public Awareness Specialist – Media		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Director, Public Awareness and Communications Division	Supervises:	Public Awareness Aide
Job Summary: Develop and implement media strategies and advertising campaigns as well as theme and message development at the Headquarters, Zone and District levels.			
Duties and Responsibilities:			
<ul style="list-style-type: none"> • Work with the Division Director to develop and implement the Public Awareness and Communications Strategy and the work plan and budget for media and advertising campaigns. • Develop and manage the media strategy for the Contract Monitoring Unit. • Liaise with the media to promote positive and factual coverage of the project. • Prepare news articles and press releases. • Organize press conferences for the Program Administrator and other senior governmental officials. • Plan for media crisis and set guidelines for its management. • Organize crisis task forces that include Public Awareness and Communications personnel from all levels of the Contract Monitoring Unit. • Respond to media inquires. • Participate with the Production Manager in the recruitment and selection of advertising agencies for the production of television, printed press, and outdoor advertisements. • Develop the main messages and themes for public awareness publications as well as advertisements, and pretest them through focus groups and personal interviews. • Review and approve mockups and preprint copies of advertisements and other Unit produced materials. • Receive feedback on the impact of Unit publications and advertisements on social behavior change from the Public Awareness and Communication personnel at the Zone and District levels. • Train and mentor Public Awareness and Communications personnel at the Zone and District levels on the use of public awareness materials. • Set rules and regulations for Contract Monitoring Unit personnel in contacting and dealing with the media. • Manage third-party contracts to conduct public awareness polls for use in assessing the effectiveness of Contractor performance. • Assist the Division Director in monitoring the development and implementation of Zone and District level Public Awareness and Communication work plans and budgets. • Assist Zone Public Awareness and Communications Departments in assessing the Contractors' Public Awareness and Communications plans. 			

Minimum Qualifications:	
Education:	Bachelor's Degree in journalism, advertising or public relations; a master degree in a relevant field is an asset.
Experience:	<ul style="list-style-type: none"> • 3 years experience in public relations or communications. • Experience in dealing with the media and advertising agencies.
Skills:	<ul style="list-style-type: none"> • Writing and editing skills. • Excellent oral and written communication skills. • Demonstrated creativity. • Fluency in written and spoken Arabic and English.
Working Conditions:	
The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to attend meetings, observe field operations, and conduct training.	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Public Awareness Specialist – Events		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Director, Public Awareness and Communications Division	Supervises:	Public Awareness Aide
Job Summary: Organize all events for the Contract Monitoring Unit at the Headquarters level and develop work plans and strategies for public awareness events and activities at the Zone and District levels.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Work with the Division Director to develop and implement the Public Awareness and Communications Strategy and the work plan and budget for events. • Manage the organization of public awareness activities and events at the Headquarters level. • Organize formal meetings, conferences and seminars for the Contract Monitoring Unit at the Headquarters level. • Recruit and select various stakeholders in relation to events' organization. • Work closely with co-workers and the Division Director to identify and select speakers as well as invitees for Headquarters events. • Assist the Media Public Awareness Specialist in organizing press conferences. • Develop and present regular reports on events to the Division Director. • Train and mentor Public Awareness and Communications personnel at the Zone and District levels on organizing various activities and events such as clean-up campaigns, contests, field visits, seminars and cultural and sports activities. • Provide technical assistance to Public Awareness and Communications personnel at the Zone and District levels in relation to events organization. • Assist Zone Public Awareness and Communications Departments in assessing the Contractors' Public Awareness and Communications events and activities. • Assist the Division Director in identifying and securing external funding and private sponsorship for public awareness and communications programs. • Assist the Division Director in monitoring the development and implementation of Zone and District level events work plans and budgets. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in journalism, communications or public relations.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in public relations or communications. • Experience in events' organization. 		
Skills:	<ul style="list-style-type: none"> • Good organizational skills. • Excellent oral and written communication skills. • Demonstrated creativity. • Fluency in written and spoken Arabic and English. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to attend meetings, observe field operations, and conduct training.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Public Awareness Aide		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Public Awareness Specialist	Supervises:	None
Job Summary: Coordinate logistics and administrative tasks related to media, advertising and event organization between the PAC division and other stakeholders.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist Public Awareness Specialists in developing programs and budgets for media, advertising, and events at the headquarters level. • Support Public Awareness Specialists in preparing and compiling news articles and press releases. • Develop a database of different stakeholders including media people, suppliers, advertising agencies, etc. • Support Public Awareness Specialists in contacting media people and following-up on media coverage. • Communicate and liaise with different suppliers in relation to events organization including hotels, equipment suppliers, photographers, etc. • Assist in conducting focus groups and personal interviews to pre-test public awareness messages. • Follow-up on third party contractors to conduct public awareness polls. • Compile reports on public awareness programs, activities and events implemented at the headquarters level to be presented to division director. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in journalism, advertising, public relations or business administration.		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Project management and coordination skills • Writing and editing skills • Computer skills in word processing, spreadsheets, E-mail, and Internet. • Fair command of English and fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to meet with vendors and assist at events.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Production Manager		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Director, Public Awareness and Communications Division	Supervises:	Production Aide
Job Summary: Supervise and manage production of public awareness and communications materials and television, press and outdoor advertisements.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Provide technical support to the Media Public Awareness Specialist on production of public awareness and communication materials and advertisements. • Assist the Media Public Awareness Specialist in developing work plans and budgets for publications and advertisements as well as in recruiting and selecting advertising agencies. • Recruit and select, in cooperation with the Media Public Awareness Specialist, advertising agencies for the production of television, printed press, and outdoor advertisements. • Oversee the production of public awareness materials, working closely with advertising agencies' production staff through the entire production process including concept development, shooting, editing, etc. • Monitor and assess the quality of publications produced as well as television, printed press and outdoor advertisements. • Follow-up to ensure that: television advertisements are aired on appropriate television channels, press advertisements are inserted in relevant newspapers and magazines, and outdoor advertisements are placed in appropriate locations. • Determine the quantity of communication material and publications to be disseminated at the Zones and Districts levels, to ensure an efficient distribution among all areas. • Distribute materials and publications to the Public Awareness and Communication Managers in the Zones and Coordinators at the Districts. • Assist the Division Director in assessing the public awareness materials developed by the Contractors to ensure consistency in messages, themes and concepts. • Train Public Awareness and Communications personnel at the Zone and District levels on the dissemination of public awareness materials. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in communications, journalism, advertising or public relations.		
Experience:	<ul style="list-style-type: none"> • 2 years experience in advertising or public relations. • Experience in managing the production of publications and advertisements. 		
Skills:	<ul style="list-style-type: none"> • Excellent oral and written communication skills. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to meet with the producers of awareness and communications materials.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Production Aide		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Production Manager	Supervises:	None
Job Summary: Assist the Production Manager in producing public awareness and communications materials and television, printed press, and outdoor advertisements.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Provide coordination and follow-up support to the Production Manager in communicating with advertising agencies. • Attend all of the television advertisement production steps including shooting, voicing, editing and setting the airing plan. • Work closely with communication materials production staff to ensure that both text and layout reflects the public awareness messages and concepts. • Assist the Production Manager in monitoring and assessing the quality of publications produced as well as television, printed press, and outdoor advertisements. • Assist the Production Manager in monitoring Public Awareness and Communications materials budgets. • Assist the Production Manager in following-up and ensuring that: television advertisements are aired on appropriate television channels, press advertisements are inserted in relevant newspapers and magazines, and outdoor advertisements are placed in appropriate locations. • Communicate with Public Awareness and Communications at the Zone and District levels to assess quantities required of public awareness and communications materials. • Manage the process of disseminating communication materials to the Zones and Districts. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in communications or business administration.		
Experience:	<ul style="list-style-type: none"> • Experience in managing the production of publications and advertisements. 		
Skills:	<ul style="list-style-type: none"> • Good organizational skills. • Excellent oral and written communication skills. • Computer skills in word processing, spreadsheets, E-mail, and Internet. • Fair command of English and fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to meet with Zone and District personnel and with the producers of awareness and communications materials.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Training Coordinator		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Director, Public Awareness and Communications Division	Supervises:	Training Aide
Job Summary: Secure all training needs for public awareness and communications personnel and coordinate and manage the logistics of training for other Contract Monitoring Unit personnel.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Supervise the Training Aide. • Communicate on a quarterly basis with all Public Awareness and Communications personnel to assess their training needs, and identify challenges to performing their jobs. • Compile general and specific training needs. • Develop training plans for Public Awareness and Communications personnel, to be approved by Division Director and included in the Unit budget. • Develop training work plans and budgets for Public Awareness and Communications. • Write training specifications and work with the Headquarters Purchasing Agent to prepare invitations for bids. • Assist the Headquarters Purchasing Agent in the evaluation and selection of responses to invitations for bids, in coordination with the Division Director and other involved Public Awareness and Communications personnel. • Compile and regularly update a list of training providers in public awareness, marketing, and communications. • Oversee the development of training curricula. • Evaluate the quality and effectiveness of Public Awareness and Communications training events. • Submit to the Division Director reports on training activities and outputs. • Establish and maintain a training reference library. • Assist other Contract Monitoring Unit offices in providing training for their employees. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in business, liberal arts, or social sciences.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in training needs assessment, training design, training delivery, and/or training evaluation. 		
Skills:	<ul style="list-style-type: none"> • Knowledge of adult education principles. • Ability to design and evaluate training curriculum. • Ability to plan and evaluate programs. • Ability to analyze and assess training versus other development needs. • Strong interpersonal and communication skills. • Proficient knowledge of written and spoken English and Arabic 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to arrange for and facilitate training events.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Training Aide		
Institutional Unit:	Public Awareness and Communications Division	Location:	Headquarters
Reports To:	Training Coordinator	Supervises:	None
Job Summary: Manage logistics and administration for training events.			
Duties and Responsibilities:			
<ul style="list-style-type: none"> • Compile checklists of activities and logistical matters to be undertaken before, during or after the training event. • Meet with the Training Coordinator, trainers, and sponsoring office within the Contract Monitoring Unit to identify logistical and administrative needs for each training event. • Coordinate logistics and administrative details with the venues that will host the training events, including: <ul style="list-style-type: none"> - Reserving an appropriate training venue. - Ensuring the availability of appropriate training facilities and tools. - Finalizing menus and coffee breaks. • Finalize and reproduce training materials in coordination with the trainers and/or training providers, including: <ul style="list-style-type: none"> - Receiving trainees' materials in soft and hard copies from the trainers or training providers. - Compiling the materials into training manuals. - Reproducing the materials for distribution at the events. • Circulate reminders to selected participant trainees. • Finalize daily training schedules with the trainers and training providers. • Manage evaluation process relevant to the training event. • Document training events: lists of attendees and trainers, evaluations, photographs, etc. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in business, liberal arts, or social sciences discipline.		
Experience:	<ul style="list-style-type: none"> • 1 year experience in managing events. 		
Skills:	<ul style="list-style-type: none"> • Strong organizational skills. • Strong interpersonal and communication skills. • Strong negotiating skills. • Computer skills in word processing and presentation software. • Proficient knowledge of written and spoken English and Arabic 		
Working Conditions:			
The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to arrange for and facilitate training events.			

Tier Two – Zone Offices

Zone Director’s Office

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Director		
Institutional Unit:	Zone	Location:	Zone
Reports To:	Program Administrator	Supervises:	<ul style="list-style-type: none"> • Executive Secretary • Executive Aide • Chief Engineers • Department Managers
<p>Job Summary: Manage and direct the Zone office to ensure that Contractors providing solid waste services in the Zone are performing according to their contracts and are paid for their services in a timely manner.</p>			
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Directly manage the Zone managers and provide oversight for the District offices. • Represent the Governorate in all dealings with the Contractors for the Zone. • Resolve contract noncompliance where possible. • Hold at least weekly meetings with each Contractor’s Contract Representative to identify and attempt to resolve noncompliance. • Sign and send to the Contractors written instructions to provide services when noncompliance is documented. • Approve final determinations of contract noncompliance and corresponding penalty deductions. • Prepare and submit monthly reports to the Program Administrator on the performance of the Contractors. • Approve any changes in technical implementation of the contracts (within the bounds of the contract requirements). • Assist the Program Administrator in negotiating contract revisions with the Contractors as necessary. • Develop and meet an annual work plan and budget for the Zone. • Meet regularly with the Director of the Headquarters’ Public Awareness and Communications Division to discuss implementation of Public Awareness and Communications activities and to ensure that the activities are addressing the needs of the Zone. • Provide testimony at local and national legislative and regulatory hearings. • Make formal presentations at national and international conferences. 			

Minimum Qualifications:	
Education:	A Bachelor’s Degree in engineering, business, public administration, or physical science.
Experience:	<ul style="list-style-type: none"> • 15 years of experience in a private or public management position. • Responsibility for annual budgets exceeding 10 million LE. • Management of a staff of at least 20 technical and financial professionals. • Experience in managing large operations contracts.
Skills:	<ul style="list-style-type: none"> • Demonstrated ability to achieve organizational goals on time and on budget. • Strong leadership skills. • Strong communications skills including public speaking. • Fluency in written and spoken Arabic. • Aptitude for learning a second language.
Working Conditions:	
The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to attend meetings and observe Contractor compliance.	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Zone	Location:	Zone
Reports To:	Zone Director	Supervises:	None
Job Summary: Provide secretarial support to the Zone Director.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Director’s calendar. • Receive telephone calls, mail, and other forms of communication for the Director. • Receive visitors to the Director. • Make arrangements for the Director’s travel. • Make arrangements for meetings hosted by the Director. • Type and process the Director’s correspondence, reports, and other written documents. • Maintain the Director’s files. • Provide support to the Director’s Executive Aide as directed by the Director. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Executive Aide		
Institutional Unit:	Zone	Location:	Zone
Reports To:	Zone Director	Supervises:	None
Job Summary: Assist the Director in achieving his duties and responsibilities and maintaining effective contact with Governorate officials and Unit managers.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Read incoming mail and routes all mail not requiring the Director’s attention. • Compose correspondence independently for the Director’s review and signature. • Maintain contact for the Director with Governorate offices, particularly with Mayors and Local Councils. • Follow-up with others on projects assigned by the Director. • Prepare meeting agendas, attends meetings, keeps records, and prepares drafts of minutes for review and approval by the Director. • Represent the Director at meetings and functions as directed by the Director. • Undertake other duties as assigned by the Director. 			
Minimum Qualifications:			
Education:	A Bachelor’s Degree in engineering, business, public administration, law, or physical science.		
Experience:	• 3 years experience working for a high-level government official.		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communications skills. • Fluency in written and spoken Arabic and English. • Computer skills in word processing and spreadsheets. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Cairo metropolitan area to support the activities of the Zone Director.			

Residential and Commercial Collection and Street and Public Facilities Cleaning Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Chief Engineer		
Institutional Unit:	Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretaries • Department Engineers • Department Compliance Analysts
Job Summary: Manage and direct the technical evaluation of Contractors' performance for residential and commercial collection and street and public facility cleaning.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage Department staff. • Interpret the technical requirements of the contracts for residential and commercial collection and street and public facility cleaning. • Review, assess, and advise the Zone Director on proposed changes in technical designs (within the bounds of the contract requirements) for residential, commercial, and public facility collection containers; residential and commercial collection vehicles; and street and public facility cleaning equipment. • Review, assess, and advise the Zone Director on proposed changes in the placement of collection containers (within the bounds of the contract requirements). • Identify potential technical problems with residential and commercial collection and street and public facility cleaning and cooperate with the Contractors to develop mutually acceptable remedies. • Prepare monitoring forms for residential and commercial collection and street and public facility cleaning. • Attend compliance meetings with Contractors. • Assist the Zone Director in the development and implementation of an annual work plan and budget. • Oversee training of District Monitors on how to monitor residential and commercial collection and street and public facility cleaning. • Oversee technical assistance to District Monitors on residential and commercial collection and street and public facility cleaning. • Oversee compliance determinations concerning residential and commercial collection and street and public facility cleaning. • Provide testimony at legal, legislative, and regulatory hearings. • Make technical presentations at regional, national, and international conferences as requested by the Zone Director. 			

Minimum Qualifications:	
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.
Experience:	<ul style="list-style-type: none"> • 10 years experience as an engineer. • 2 years experience in solid waste management. • Experience in a management position. • Experience in developing and managing a budget.
Skills:	<ul style="list-style-type: none"> • Knowledge of solid waste collection and street and public facility cleaning technologies. • Leadership skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic.
Working Conditions:	
<p>The position is primarily a desk job, but the individual will spend about 25 percent of his or her time in meetings at the Zone level or in the field meeting with District Managers and monitors and observing contract compliance.</p>	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Location:	Zone
Reports To:	Chief Engineer, Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Supervises:	None
Job Summary: Provide secretarial support to the Chief Engineer and Department Staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Chief Engineer’s calendar. • Receive telephone calls, mail, and other forms of communication for the Chief Engineer. • Receive visitors to the Chief Engineer. • Make travel arrangements for the Chief Engineer and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Chief Engineer’s correspondence, reports, and other written documents. • Maintain the Department’s files. • Provide support to the staff of the Department as directed by the Chief Engineer. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Engineer		
Institutional Unit:	Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Location:	Zone
Reports To:	Chief Engineer, Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Supervises:	None
Job Summary: Provide technical assessment of Contractors' performance for residential and commercial collection and street and public facility cleaning, train District Collection and Cleaning Monitors, and provide the Districts with technical assistance and quality control.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Advise the Department Chief Engineer on interpretation of the technical requirements of the contracts for residential and commercial collection and street and public facility cleaning. • Assist the Department Chief Engineer in the development of monitoring forms for residential and commercial collection and street and public facility cleaning. • Train District Monitors how to monitor residential and commercial collection and street and public facility cleaning. • Provide quality control for monitoring of residential and commercial collection and street and public facility cleaning. • Provide technical support to the District Monitors on residential and commercial collection and street and public facility cleaning. • Provide technical support to the Department Compliance Analysts in their review and monitoring of work plans, progress reports, operations reports, and training reports. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.		
Experience:	<ul style="list-style-type: none"> • 3 years experience as an engineer. 		
Skills:	<ul style="list-style-type: none"> • Knowledge of solid waste collection and street and public facility cleaning technologies. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position requires significant travel (up to 50 percent of individual's working time) to the field to meet with and train Collection and Cleaning Monitors and observe their monitoring activities.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Compliance Analyst		
Institutional Unit:	Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Location:	Zone
Reports To:	Chief Engineer, Residential and Commercial Collection and Street and Public Facilities Cleaning Department	Supervises:	None
Job Summary: Analyze monitoring reports and Contractors' work plans and reports, and evaluate Contractor compliance with contract requirements for residential and commercial collection and street and public facility cleaning.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive residential and commercial collection and street and public facility cleaning monitoring reports from the District Managers. • Conduct analysis of monitoring reports for contract compliance and identify areas of possible noncompliance. • Receive, review, and monitor Contractors' work plans, progress reports, operations reports, and training reports for residential and commercial collection and street and public facility cleaning. • Conduct analysis of work plans and reports for contract compliance and identify areas of possible noncompliance. • Produce weekly compliance reports and forward them to the Chief Engineer of the Department and to the Compliance Analysts in the Zone Compliance and Penalties Department. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, science, math, law, or another quantitative or analytical field.		
Experience:	<ul style="list-style-type: none"> • 3 years of professional experience. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability and willingness to learn technical information regarding residential and commercial collection and street and public facility cleaning. • Ability to deliver products in the form required and on-time. • Strong writing skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job; however, the analyst will be expected to periodically spend some time in the field with monitors to familiarize him or herself with monitoring procedures and field conditions.			

Medical and Industrial Waste Collection Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Chief Engineer		
Institutional Unit:	Medical and Industrial Waste Collection Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretaries • Department Engineer • Department Compliance Analysts
Job Summary: Manage and direct the technical evaluation of Contractors' performance for medical and industrial waste collection.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage Department staff. • Interpret the technical requirements of the contracts for medical and industrial waste collection. • Review, assess, and advise the Zone Director on proposed changes in technical designs (within the bounds of the contract requirements) for medical and industrial collection containers and collection vehicles. • Identify potential technical problems with medical and industrial waste collection and cooperate with the Contractors to develop mutually acceptable remedies. • Prepare monitoring forms for medical and industrial waste collection. • Attend compliance meetings with Contractors. • Assist the Zone Director in the development and implementation of an annual work plan and budget. • Oversee training of District Monitors on how to monitor medical and industrial waste collection. • Oversee technical assistance to District Monitors on medical and industrial waste collection. • Oversee compliance determinations concerning medical and industrial waste collection. • Provide testimony at legal, legislative, and regulatory hearings. • Make technical presentations at regional, national, and international conferences as requested by the Zone Director. 			

Minimum Qualifications:	
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.
Experience:	<ul style="list-style-type: none"> • 10 years experience as an engineer. • 2 years experience in solid waste management. • Experience in a management position. • Experience in developing and managing a budget.
Skills:	<ul style="list-style-type: none"> • Knowledge of industrial and medical waste collection. • Leadership skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic.
Working Conditions:	
The position is primarily a desk job, but the individual will spend about 25 percent of his or her time in meetings at the Zone level or in the field meeting with District Managers and monitors and observing contract compliance.	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Medical and Industrial Waste Collection Department	Location:	Zone
Reports To:	Chief Engineer, Medical and Industrial Waste Collection Department	Supervises:	None
Job Summary: Provide secretarial support to the Chief Engineer and Department Staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Chief Engineer's calendar. • Receive telephone calls, mail, and other forms of communication for the Chief Engineer. • Receive visitors to the Chief Engineer. • Make travel arrangements for the Chief Engineer and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Chief Engineer's correspondence, reports, and other written documents. • Maintain the Department's files. • Provide support to the staff of the Department as directed by the Chief Engineer. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Engineer		
Institutional Unit:	Medical and Industrial Waste Collection Department	Location:	Zone
Reports To:	Chief Engineer, Medical and Industrial Waste Collection Department	Supervises:	None
Job Summary: Provide technical assessment of Contractors' performance for medical and industrial waste collection, train District Medical and Industrial Monitors, and provide the Districts with technical assistance and quality control.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Advise the Department Chief Engineer on interpretation of the technical requirements of the contracts for medical and industrial waste collection. • Assist the Department Chief Engineer in the development of monitoring forms for medical and industrial waste collection. • Train District Monitors how to monitor medical and industrial waste collection. • Provide quality control of monitoring for medical and industrial waste collection. • Provide technical support to the District Monitors on medical and industrial waste collection. • Provide technical support to the Department Compliance Analysts in their review and monitoring of Contractors' work plans and reports. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.		
Experience:	<ul style="list-style-type: none"> • 3 years experience as an engineer. 		
Skills:	<ul style="list-style-type: none"> • Knowledge of medical and industrial waste collection technologies. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position requires significant travel (up to 50 percent of individual's working time) to the field to meet with and train Medical and Industrial Monitors and observe their monitoring activities.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Compliance Analyst		
Institutional Unit:	Medical and Industrial Waste Collection Department	Location:	Zone
Reports To:	Chief Engineer, Medical and Industrial Waste Collection Department	Supervises:	None
Job Summary: Analyze monitoring reports and Contractors' work plans and reports, and evaluate Contractor compliance with contract requirements for medical and industrial waste collection.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive medical and industrial waste collection monitoring reports from the District Managers. • Conduct analysis of monitoring reports for contract compliance and identify areas of possible noncompliance. • Receive, review, and monitor Contractors' work plans, progress reports, operations reports, and training reports for medical and industrial waste collection. • Conduct analysis of work plans and reports for contract compliance and identify areas of possible noncompliance. • Produce weekly compliance reports and forward them to the Chief Engineer of the Department and to the Compliance Analysts in the Zone Compliance and Penalties Department. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, science, math, law, or another quantitative or analytical field.		
Experience:	<ul style="list-style-type: none"> • 3 years of professional experience. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability and willingness to learn technical information regarding medical and industrial waste collection. • Ability to deliver products in the form required and on-time. • Strong writing skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job; however, the analyst will be expected to periodically spend some time in the field with monitors to familiarize him or herself with monitoring procedures and field conditions.			

Fixed Facilities Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Chief Engineer		
Institutional Unit:	Fixed Facilities Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Secretary • Deputy Chief Engineer • Department Compliance Analyst
Job Summary:			
Manage and direct the technical evaluation of Contractors' performance at fixed facilities – equipment yards, transfer stations, recycling facilities, composting facilities, landfills, and medical waste treatment facilities.			
Duties and Responsibilities:			
<ul style="list-style-type: none"> • Manage Department Secretary, Compliance Analyst, and Deputy Chief Engineer. • Interpret the technical requirements of the contracts for fixed facilities. • Review, assess, and advise the Zone Director on proposed changes in technical designs (within the bounds of the contract requirements) for fixed facilities. • Prepare monitoring forms for fixed facilities. • Oversee training and management of the Fixed Facilities Monitors. • Attend compliance meetings with Contractors. • Assist the Zone Director in the development and implementation of an annual work plan and budget. • Oversee compliance determinations concerning fixed facilities. • Provide testimony at legal, legislative, and regulatory hearings. • Make technical presentations at regional, national, and international conferences as requested by the Zone Director. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.		
Experience:	<ul style="list-style-type: none"> • 10 years experience as an engineer. • 2 years experience in solid waste management. • Experience in a management position. • Experience in developing and managing a budget. 		
Skills:	<ul style="list-style-type: none"> • Knowledge of solid waste treatment and disposal technologies. • Leadership skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions:			
The position is primarily a desk job, but the individual will spend about 25 percent of his or her working time in meetings at the Zone level or in the field with Fixed Facilities monitors observing contract compliance.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Fixed Facilities Department	Location:	Zone
Reports To:	Chief Engineer, Fixed Facilities Department	Supervises:	None
Job Summary: Provide secretarial support to the Chief Engineer and Department staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Chief Engineer’s calendar. • Receive telephone calls, mail, and other forms of communication for the Chief Engineer. • Receive visitors to the Chief Engineer. • Make travel arrangements for the Chief Engineer and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Chief Engineer’s correspondence, reports, and other written documents. • Maintain the Department’s files. • Provide support to the staff of the Department as directed by the Chief Engineer. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Deputy Chief Engineer		
Institutional Unit:	Fixed Facilities Department	Location:	Zone
Reports To:	Chief Engineer, Fixed Facilities Department	Supervises:	Fixed Facilities Monitors
Job Summary: Assist the Chief Engineer of the Fixed Facilities Department in accomplishing his or her duties and responsibilities, and provide management, training, and technical assistance to the Fixed Facilities Monitors.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Advise the Chief Engineer on interpretation of the technical requirements of the contracts for fixed facilities. • Advise the Chief Engineer on fixed facility designs. • Assist the Department Chief Engineer in the development of monitoring forms for fixed facilities. • Manage Fixed Facilities Monitors. • Train Fixed Facilities Monitors. • Provide technical support to Fixed Facilities Monitors. • Provide quality control for fixed facilities monitoring. • Meet at regularly scheduled intervals with each manager of the fixed facilities and the respective Fixed Facilities Monitors to discuss observed contract noncompliance and develop mutually acceptable remedies. • Provide technical support to the Department Compliance Analyst. • Receive, review, and assess Contractors' work plans, progress reports, operations reports, and training reports for fixed facilities, and provide the Department Compliance Analyst with the results. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in civil, mechanical, sanitary, or environmental engineering.		
Experience:	<ul style="list-style-type: none"> • 7 years experience as an engineer. • 1 year experience in solid waste management. 		
Skills:	<ul style="list-style-type: none"> • Knowledge of solid waste treatment and disposal technologies. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position requires significant travel (up to 50 percent of individual's working time) to the field to meet with Fixed Facilities Monitors and observe their monitoring activities.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Compliance Analyst		
Institutional Unit:	Fixed Facilities Department	Location:	Zone
Reports To:	Chief Engineer, Fixed Facilities Department	Supervises:	None
Job Summary: Analyze monitoring reports and Contractors' work plans and reports, and evaluate Contractor compliance with contract requirements for fixed facilities.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive fixed facilities monitoring reports from the Fixed Facilities Monitors. • Conduct analysis of monitoring reports for contract compliance and identify areas of possible noncompliance. • Conduct analysis of the review of work plans, progress reports, operations reports, and training reports (produced by the Deputy Chief Engineer) and evaluate compliance with performance monitoring thresholds. • Produce weekly compliance reports and forward them to the Chief Engineer of the Department and to the Compliance Analysts in the Zone Compliance and Penalties Department. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, science, math, law, or another quantitative or analytical field.		
Experience:	<ul style="list-style-type: none"> • 3 years of professional experience. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability and willingness to learn technical information about fixed facilities. • Ability to deliver products in the form required and on-time. • Strong writing skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job; however, the analyst will be expected to periodically spend some time in the field with monitors to familiarize him or herself with monitoring procedures and field conditions.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Fixed Facilities Monitor		
Institutional Unit:	Fixed Facilities Department	Location:	Zone
Reports To:	Deputy Chief Engineer, Fixed Facilities Department	Supervises:	None
Job Summary: Monitor fixed facility design, construction, and operation to ascertain compliance with approved designs and all applicable contract requirements.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Study and become fully knowledgeable of contract specifications, design, and construction plans for the facility of assignment. • Provide technical assessments of the designs and construction plans to the Chief Engineer and his or her Deputy. • Monitor fixed facility construction and operation to ascertain compliance with approved designs and all applicable contract requirements. • Attend regularly scheduled meetings with the Deputy Chief Engineer and the manager of the facility of assignment to discuss observed contract noncompliance and develop mutually acceptable remedies. • Identify potential technical problems with fixed facilities and cooperate with the Contractors to develop mutually acceptable remedies. • Complete fixed facilities monitoring forms daily and submit them to the Department Compliance Analyst. • Prepare defensible documentation of Contractor noncompliance with contract terms for penalty assessment. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, preferably in civil, mechanical, or environmental engineering.		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Sincere interest in public works and/or environmental protection. • Ability and willingness to learn technical information fixed facilities. • Excellent health and physical condition. • Tolerance for working under adverse environmental and weather conditions. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is a field position. The individual will spend nearly all of his or her working time at a fixed facility, coming to the Zone office only for occasional meetings.			

Public Awareness and Communications Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Manager		
Institutional Unit:	Public Awareness and Communications Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretary • Department Public Awareness Coordinators
Job Summary:			
<p>Oversee the implementation of the Public Awareness and Communications Strategy at the Zone and District levels and Contractors' compliance with public awareness and communications requirements.</p>			
Duties and Responsibilities:			
<ul style="list-style-type: none"> • Manage the staff of the Zone's Public Awareness and Communications Department. • Oversee the implementation of the Public Awareness and Communications Strategy at the Zone and District levels. • Develop and manage the Public Awareness and Communications work plan and budget for the Zone and monitor development and implementation of District level Public Awareness and Communications work plans and budgets. • Oversee Contractors' compliance with public awareness and communications requirements. • Attend compliance meetings with Contractors as requested by the Zone Director. • Facilitate coordination between the Contractors and the District Public Awareness and Communications Coordinators. • Organize and host monthly coordination meetings with the Contractors regarding public awareness and communications programs. • Train and mentor District Public Awareness and Communications Coordinators. • Support District Public Awareness and Communications Coordinators in implementing public awareness and communications programs. • Coordinate with the Headquarters' Public Awareness and Communications Division to secure polling results to measure the effectiveness of Contractors' public awareness and communications programs. • Review and submit compliance reports to the Zone Compliance Department. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in communications, journalism, marketing, or public relations.		
Experience:	<ul style="list-style-type: none"> • 5 years experience in communications or public awareness based activities. • Experience in project planning, management, and evaluation. 		
Skills:	<ul style="list-style-type: none"> • Strong leadership and team building skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic and English. 		
Working Conditions:			
<p>The position is primarily a desk job, but the individual will spend about 25 percent of his or her working time in meetings at the Zone level or in the field with the District Managers and Public Awareness Coordinators observing the implementation of their activities.</p>			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Public Awareness and Communications Department	Location:	Zone
Reports To:	Manager, Public Awareness and Communications Department	Supervises:	None
Job Summary: Provide secretarial support to the Manager and Department staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Manager’s calendar. • Receive telephone calls, mail, and other forms of communication for the Manager. • Receive visitors to the Manager. • Make travel arrangements for the Manager and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Manager’s correspondence, reports, and other written documents. • Maintain the Department’s files. • Provide support to the staff of the Department as directed by the Manager. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Public Awareness Specialist		
Institutional Unit:	Public Awareness and Communications Department	Location:	Zone
Reports To:	Manager, Public Awareness and Communications Department	Supervises:	None
Job Summary: Implement the Public Awareness and Communications Strategy at the Zone level and assist it implementation at the District level. Evaluate Contractors' compliance with public awareness and communications requirements.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Department Manager in the development of the Public Awareness and Communications work plan and budget for the Zone. • Organize public awareness events at the Zone level. • Train, mentor, and provide technical support to the Public Awareness and Communication Coordinators. • Distribute public awareness materials and publications to the Districts and develop distribution guidelines to ensure efficient distribution to all stakeholders. • Receive regular feedback from Public Awareness and Communication Coordinators on the impact of public awareness and communications materials and advertisements and convey the information to Headquarters. • Train District Monitors in how to interact effectively with the public. • Participate in the media crisis management task force as requested by the Department Manager. • Report on events organized at the Zone and District levels to the Headquarters Division to ensure media coverage. • Receive, review, and monitor Contractors' Public Information Plans, progress reports, operations reports, and training reports. • Conduct analysis of plans and reports for contract compliance and identify areas of possible noncompliance. • Produce weekly compliance reports and forward them to the Manager of the Department and to the Compliance Analysts in the Zone Compliance and Penalties Department. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in journalism, communications or public relations.		
Experience:	<ul style="list-style-type: none"> • 2 years experience in public relations or communications. • Experience in events' organization. • Experience in conducting public awareness activities is an asset. 		
Skills:	<ul style="list-style-type: none"> • Organization and management skills. • Excellent oral and written communication skills. • Fair command of English and fluency in written and spoken Arabic. • Good computer knowledge. 		
Working Conditions: The position requires significant travel (up to 50 percent of individual's working time) to the field to meet with and Train District Public Awareness Coordinators and observe their activities.			

Administration Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Manager		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretary • Human Resource Manager • Office Manager • Accountant
Job Summary: Provide administrative, financial, and budgetary support to the Zone offices.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the staff of the Administration Department. • Coordinate preparation of the annual budget for the Zone and Districts, in cooperation with the Department and District Managers. • Oversee human resource management for the Zone and District employees and office management for the Zone offices. • Coordinate with the Headquarters' Office Manager to purchase necessary vehicles, equipment, and supplies for the Zone office. • Monitor implementation of the Zone budget. • Prepare budget reports for the Zone Director. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in accounting, business, or public administration.		
Experience:	<ul style="list-style-type: none"> • 10 years experience in public administration. • 5 years experience in a management position. • Experience developing and monitoring public budgets. • Experience in personnel management. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Knowledge of Government of Egypt civil servant rules and regulations. • Strong interpersonal and communication skills. • Computer skills in spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Manager, Administration Department	Supervises:	None
Job Summary: Provide secretarial support to the Manager and Department staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Manager’s calendar. • Receive telephone calls, mail, and other forms of communication for the Manager. • Receive visitors to the Manager. • Make travel arrangements for the Manager and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Manager’s correspondence, reports, and other written documents. • Maintain the Department’s files. • Provide support to the staff of the Department as directed by the Manager. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Human Resource Manager		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Manager, Administration Department	Supervises:	Department Human Resource Aide
Job Summary: Provide direct human resource management for the Zone and District employees.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Human resource Aide. • Working with Department Managers, identify position openings and write draft advertisements. • Notify the Human Resource Manager at the Headquarters level of position openings and provide him or her with draft advertisements. • Assist the Human Resource Manager at the Headquarters level with writing position descriptions. • Work with the Human Resource Manager at the Headquarters level to arrange for employment screening, application reviews, and interviews. • Arrange for employee evaluations by their supervisors and assist employees and supervisors in properly completing evaluations, as necessary. • Facilitate new employee on-the-job orientation. • Receive and process timesheets from Zone and District employees and compile and forward them to the Human Resource Manager at the Headquarters level for payroll. • Serve as an interface between Zone and District employees and the Unit's Human resource Manager. • Respond to Zone and District employees' inquiries concerning human resource issues (salaries, holidays, sick leave, vacations, etc.). • Respond to Zone and District employee/supervisor complaints. • Assist the Manager of the Zone Administration Department in developing the Zone budget. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 5 years experience in human resource management. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of Government of Egypt civil servant rules and regulations. • Strong interpersonal and communication skills. • Ability to deliver products in the form required and on-time. • Computer skills in spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Human Resource Aide		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Human Resource Manager	Supervises:	None
Job Summary: Assist the Human resource Manager accomplish his or her tasks.			
Duties and Responsibilities: The Human Resource Aide will assist the Human Resource Manager as directed by the Manager, but the following are the specific areas in which he or she will most likely be involved. <ul style="list-style-type: none"> • Write draft advertisements. • Write position descriptions. • Arrange for employment screening, application reviews, and interviews. • Arrange for employee evaluations. • Facilitate new employee on-the-job orientation. • Receive and process timesheets from Zone and District employees and compile and forward them to the Division Human Resource Manager for payroll. • Respond to Zone and District employees' inquiries concerning human resource issues (salaries, holidays, sick leave, vacations, etc.). 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communication skills. • Ability to deliver products in the form required and on-time. • Computer skills in spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Office Manager		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Manager, Administration Department	Supervises:	<ul style="list-style-type: none"> • Janitors/Messengers • Drivers
Job Summary: Manage office space, vehicles, office equipment, and supplies for the Zone office of the Contract Monitoring Unit.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Supervise the Zone office janitors/messengers, and drivers. • Assist the Department Manager in the development of the vehicles, equipment, supplies, and office management components of the Unit budget. • Oversee the cleaning and maintenance of the office space for the Zone. • Compile Zone office purchase requests (within budget) for vehicles, office equipment, and supplies, and prepare purchase request orders for the Department Manager. • Maintain and inventory vehicles, office equipment, and communications equipment for the Zone office. • Manage the distribution of office supplies for the Zone office. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 5 years experience in office management. • 2 years experience in management. 		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Accountant		
Institutional Unit:	Administration Department	Location:	Zone
Reports To:	Manager, Administration Department	Supervises:	None
Job Summary: Coordinate preparation of the budgets for the Zone office and its Districts and monitor their implementation.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Department Manager in the preparation of the annual budget for the Zone and Districts, in cooperation with the Department and District Managers. • Track implementation of the Zone and District budgets. • Prepare budget reports for the Department Manager Director. 			
Minimum Qualifications:			
Education:	Bachelor's degree in accounting.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in public accounting. • Experience developing and monitoring public budgets. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Compliance and Penalties Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Manager		
Institutional Unit:	Compliance and Penalties Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretaries • Department Compliance Analysts • Department Lawyer • Contract Accountant
Job Summary: Compile contract compliance reports, work with the Contractors to resolve noncompliance, and, when necessary, calculate contract penalties.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage Department staff. • Interpret the contract penalty clauses. • Prepare weekly compliance reports for the Zone Director. • Attend compliance meetings with Contractors. • Facilitate resolution of noncompliance. • Review and forward to the Zone Director for his or her signature all written instructions to the Contractors to provide services as per the contract. • Oversee the calculation of contract penalties. • Recommend to the Zone Director payments to the Contractors including penalty reductions. • Receive from the Zone Director final determinations regarding Contractors' payments (including penalty reductions), send notifications of payments to the contractors, and forward payment requests to the Finance and Administration Division in Headquarters. • Assist the Zone Director in the development and implementation of the annual work plan and budget for the Zone. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in law, accounting, business, or public administration.		
Experience:	<ul style="list-style-type: none"> • 10 years of professional experience. • 5 years experience in a management position. • Experience with contract management. • Experience in dispute resolution. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Secretary		
Institutional Unit:	Compliance and Penalties Department	Location:	Zone
Reports To:	Manager, Compliance and Penalties Department	Supervises:	None
Job Summary: Provide secretarial support to the Manager and Department staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Manager’s calendar. • Receive telephone calls, mail, and other forms of communication for the Manager. • Receive visitors to the Manager. • Make travel arrangements for the Manager and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Manager’s correspondence, reports, and other written documents. • Maintain the Department’s files. • Provide support to the staff of the Department as directed by the Manager. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 3 years experience as a secretary. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Compliance Analyst		
Institutional Unit:	Compliance and Penalties Department	Location:	Zone
Reports To:	Manager, Compliance and Penalties Department	Supervises:	None
Job Summary: Receive and compile compliance reports from the Zone technical departments, monitor contract compliance of the Contractors' Customer Service Offices, draft contract compliance instructions, and monitor Contractors' response to the instructions.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive and process citizen inquiries and complaints. • Monitor the Contractors' Customer Service Offices and receive, review, and assess the Contractors' quarterly Complaint Record statistical table and the Complaint Record as necessary. • Evaluate compliance with performance monitoring thresholds for the Contractors' Customer Service Offices. • Receive reports and documentation on contract noncompliance from the four Zone technical departments. • Prepare a weekly, consolidated compliance report for the Department Manager. • Draft written instructions to the Contractors to provide services as per the contract and forward them to the Department Manager. • Document the Contractors' responses to written instructions and resolve disputes if possible. • Notify the Department Manager about all unresolved noncompliance and forward documentation to the Department Accountant. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, science, math, law, or another quantitative or analytical field.		
Experience:	<ul style="list-style-type: none"> • 3 years of professional experience. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability and willingness to learn technical information regarding solid waste management. • Ability to deliver products in the form required and on-time. • Strong writing skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job; however, the analyst will be expected to periodically spend some time in the field with monitors to familiarize him or herself with monitoring procedures and field conditions.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Lawyer		
Institutional Unit:	Compliance and Penalties Department	Location:	Zone
Reports To:	Manager, Compliance and Penalties Department	Supervises:	None
Job Summary: Provide Zone and District personnel with legal understanding of contract provisions and solid waste rules and regulations, and help them conduct their activities in compliance with the law and with the legal needs of the Unit.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Advise the Zone Director, the Chief Engineers, and the Department Managers on legal interpretations of the contracts for the Zone, within the legal parameters established by the Director of the Legal and Compliance Division for the Unit. • Request official legal interpretations from the Director of the Legal and Compliance Division for the Unit as necessary. • Advise the Director of the Legal and Compliance Division for the Unit on legal interpretations of contracts for the Zone, as requested. • Work with the lawyers from the Legal and Compliance Division in Headquarters to train the Department Compliance Analysts in how to properly prepare written instructions to the Contractors to provide services as per the contract, and to train the Department Accountant in how to prepare notifications of penalty deductions. • Provide the Department Compliance Analysts with technical assistance in preparing written instructions to the Contractors to provide services as per the contract, and the Department Accountant with technical assistance in how to prepare notifications of penalty deductions. • Work with the lawyers from the Legal and Compliance Division in Headquarters to advise the Chief Engineers in the Zones on the development of monitoring forms to ensure that the documentation included in the forms is sufficient for determining contract compliance. • Train District monitors in civil and criminal law regarding solid waste. • Conduct dispute resolution with the Contractors if necessary. 			
Minimum Qualifications:			
Education:	<ul style="list-style-type: none"> • Bachelor's Degree in law. • Membership in the Egyptian Syndicate of Lawyers. 		
Experience:	<ul style="list-style-type: none"> • 5 years of experience as a lawyer. • 2 years experience in contract law. • Experience enforcing civil penalties and fines. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated analytical ability. • Ability to work in a changing environment and adapt to changes. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Accountant		
Institutional Unit:	Compliance and Penalties Department	Location:	Zone
Reports To:	Manager, Compliance and Penalties Department	Supervises:	None
Job Summary: Receive Contractors' invoices, calculate penalty reductions, and arrange for contract payments.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive consolidated noncompliance reports from the Department Manager. • Calculate corresponding contract penalties. • Draft notifications to the Contractors of the intention to deduct penalties from funds payable. • Receive Contractors' invoices for services. • Assess Contractors' invoices, make necessary reductions, and send payment requests to the Department Manager along with draft notifications of deductions. 			
Minimum Qualifications:			
Education:	Bachelor's degree in accounting.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in accounting. • Experience reviewing and processing large invoices. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Knowledge of fee system accounting. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Operations Management Department

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Operations Manager		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Zone Director	Supervises:	<ul style="list-style-type: none"> • Department Secretary • Office Manager • Accountant • District Managers
Job Summary: Oversee the management of the District offices and ensure that they have the resources they need to accomplish their duties and responsibilities. Manage documentation of contractor performance.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Provide the Zone Director with annual work plans and budgets for the Districts and assist him in the development of the annual work plan and budget for the Zone. • Monitor the implementation of annual work plans and budgets in the Districts. • Meet regularly with District Managers to ensure that they have the resources necessary to accomplish their duties and responsibilities. • Oversee office management in the District offices and the purchase and maintenance of vehicles, equipment, and supplies for the District offices. • Coordinate with the Headquarters' Office Manager to purchase necessary vehicles, equipment, and supplies for the District offices. • Oversee the maintenance of archives for all official documents pertaining to contract compliance. 			
Minimum Qualifications:			
Education:	Bachelor's Degree in engineering, business, or public administration.		
Experience:	<ul style="list-style-type: none"> • 10 years of professional experience. • 5 years experience in a management position. 		
Skills:	<ul style="list-style-type: none"> • Demonstrated ability to develop and manage budgets. • Strong organizational skills. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job, but the individual will spend about 25 percent of his or her working time in meetings at the Zone level or in the field meeting with District Managers.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Executive Secretary		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Operations Manager	Supervises:	Filing Clerks
Job Summary: Provide secretarial support to the Operations Manager and Department staff.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Manage the Operations Manager’s calendar. • Receive telephone calls, mail, and other forms of communication for the Manager. • Receive visitors to the Manager. • Make travel arrangements for the Manager and other Department staff. • Make arrangements for meetings hosted by the Department. • Type and process the Manager’s correspondence, reports, and other written documents. • Supervise the Filing Clerks to ensure that Department and Zone files are maintained. • Provide support to the staff of the Department as directed by the Manager. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 5 years experience as a secretary. • Management experience. 		
Skills:	<ul style="list-style-type: none"> • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic with excellent grammatical skills. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Filing Clerk		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Executive Secretary, Operations Management Department	Supervises:	None
Job Summary: Maintain official files for contract compliance.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive and file, by Contract, all official documents pertaining to contract compliance. <ul style="list-style-type: none"> - Minutes of all meetings with each Contractor. - Draft and final written instructions to Contractors. - Daily monitoring reports from the District Managers. - Weekly compliance reports from the Zone technical Departments. - Monthly reports from the Zone Director to the Program Administrator. - Approvals of any changes in technical implementation of the contracts (within the bounds of the contract requirements). - Approvals of contract revisions. - Technical interpretations of contract provisions (prepared by the Chief Engineers or Managers of Zone technical Departments). - Approved monitoring forms. - Copies of testimonies by Zone personnel at legal, legislative, and regulatory hearings. 			
Minimum Qualifications:			
Education:	Certificate in Administration		
Experience:	<ul style="list-style-type: none"> • 2 years experience working in an office. 		
Skills:	<ul style="list-style-type: none"> • Strong organizational skills. • Ability and willingness to attend to details. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Office Manager		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Operations Manager	Supervises:	• Office Manager Aide
Job Summary: Manage office space, vehicles, office equipment, and supplies for the District offices of the Zone.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Operations Manager in the development of the vehicles, equipment, supplies, and office management components of the Zone budget. • Compile District office purchase requests (within budget) for vehicles, office equipment, communications equipment, and office supplies, and prepare purchase request orders for the Operations Manager. • Maintain and inventory vehicles, office equipment and communications equipment for the District Offices of the Zone. • Manage the distribution of office supplies to the District offices. • Work with the Zone and Headquarters Office Managers to coordinate the purchase of equipment and supplies to efficiently use Unit resources. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 5 years experience in office management. • 2 years experience in management. 		
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Zone to meet with District Managers and inspect facilities and equipment.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Office Manager Aide		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Office Manager, Operations Management Department	Supervises:	None
Job Summary: Assist the Office Manager to accomplish his or her duties and responsibilities.			
Duties and Responsibilities: The Office Manager Aide will assist the Office Manager as directed by the Manager, but the following are the specific areas in which he or she will most likely be involved. <ul style="list-style-type: none"> • Maintain and inventory vehicles, office equipment and communications equipment for the District Offices of the Unit. • Manage the distribution of office supplies to the District offices. 			
Minimum Qualifications:			
Education:	Bachelor's Degree		
Experience:	<ul style="list-style-type: none"> • 1 year experience in an office setting in the public or private sector. 		
Skills:	<ul style="list-style-type: none"> • Ability to deliver products in the form required and on-time. • Strong interpersonal and communication skills. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job. It will require some travel within the Zone to meet with District Managers and inspect facilities and equipment.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Accountant		
Institutional Unit:	Operations Management Department	Location:	Zone
Reports To:	Operations Manager	Supervises:	None
Job Summary: Assist the Operations Manager and the District Managers in the preparation of budgets for the Districts and monitor their implementation.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Operations Manager and the District Managers in the preparation of annual budgets for the Districts, coordinating with the Zone Accountant. • Track implementation of the District budgets. • Prepare budget reports for the Operations Manager and the Zone Accountant. 			
Minimum Qualifications:			
Education:	Bachelor's degree in accounting.		
Experience:	<ul style="list-style-type: none"> • 3 years experience in public accounting. • Experience developing and monitoring public budgets. 		
Skills:	<ul style="list-style-type: none"> • A thorough knowledge of national accounting rules and regulations. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Tier Three – District Offices

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Manager		
Institutional Unit:	District	Location:	District
Reports To:	Zone Operations Manager	Supervises:	<ul style="list-style-type: none"> • Data Specialists • Public Awareness and Communications Coordinators • Collection and Cleaning Monitors • Medical and Industrial Monitors • Janitors/Messengers • Drivers
Job Summary: Manage and direct the District office to ensure that the Contractors providing solid waste services in the District are performing according to their contracts.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Assist the Operations Manager in the development of an annual work plan and budget for the District. • Manage the District staff and implement the approved work plan and budget. • Meet regularly with the District Chairman to identify and address local concerns regarding contract implementation. • Coordinate with other District level Governorate and Cleansing and Beautification Authority offices to effectively deliver solid waste management services. • Review and approve the daily monitoring reports prepared by the Data Specialists and forward them to the Zone technical Departments with copies to the central files in Operations Management and to the District Chairman. • Identify critical noncompliance concerns and cooperate with the Contractors to develop mutually acceptable remedies. • Attend compliance meetings with Contractors as requested by the Zone Director. • Refer to the appropriate authorities citizen violations of solid waste management rules and regulations. 			

Minimum Qualifications:	
Education:	Bachelor's Degree in engineering, business, or public administration.
Experience:	<ul style="list-style-type: none"> • 10 years of professional experience. • 5 years experience in a management position. • Experience with contract management. • Experience working with local officials. • Experience in dispute resolution.
Skills:	<ul style="list-style-type: none"> • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic.
Working Conditions:	
The position is primarily a desk job, but the individual will spend about 25 percent of his or her working time in the field working with the monitors and will be required to travel to the Zone office for meetings.	

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Data Specialist		
Institutional Unit:	District	Location:	District
Reports To:	District Manager	Supervises:	None
Job Summary: Compile data collected by District monitors and submit daily reports to the District Manager.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Receive and compile daily monitoring data from the Collection and Cleaning Monitors and the Medical and Industrial Monitors. • Prepare daily monitoring reports and submit them to the District Manager. • Receive and process citizen inquiries and complaints. 			
Minimum Qualifications:			
Education:	Bachelor's Degree.		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Sincere interest in public works and/or environmental protection. • Strong interpersonal and communication skills. • Ability to deliver products in the form required and on-time. • Computer skills in word processing and spreadsheets. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is primarily a desk job.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Public Awareness and Communications Coordinator		
Institutional Unit:	District	Location:	District
Reports To:	District Manager	Supervises:	None
Job Summary: Implement the activities of the Public Awareness and Communications Strategy and work plan within the District.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Prepare and make presentations at schools, universities, non-governmental organizations, religious institutions, and other civic organizations on solid waste management and the privatization of solid waste services. • Organize public awareness events and activities in the District including lectures, seminars, clean-up campaigns, and contests. • Promote the objectives of the Governorate’s solid waste management program at public events such as cultural and sports festivals, via information booths and the distribution of materials. • Work with different target groups in the District to increase their awareness of solid waste management and the privatization of solid waste services. • Coordinate the distribution of public awareness and communications materials within the District. • Provide District Collection and Cleaning Monitors and Medical and Industrial Monitors with public awareness and communications materials and assist them with public relations. • Prepare monthly reports on public awareness and communications activities for the District Manager. 			
Minimum Qualifications:			
Education:	Bachelor’s Degree		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Sincere interest in public works and/or environmental protection. • Excellent communications skills. • Presentation and organization skills. • Ability to communicate with public. • Fluency in written and spoken Arabic. 		
Working Conditions: The position requires significant time out of the office (up to 75 percent of individual’s working time) to make public awareness presentations to schools and non-governmental organizations. The other 25 percent of the individual’s time will be spent in the office preparing for the presentations.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Collection and Cleaning Monitor		
Institutional Unit:	District	Location:	District
Reports To:	District Manager	Supervises:	None
Job Summary: Monitor Contractor performance in residential and commercial solid waste collection and street and public facility cleaning.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Study and become fully knowledgeable of contract specifications for residential and commercial collection and street and public facility cleaning. • Monitor Contractor compliance with the specifications for residential and commercial collection and street and public facility cleaning in assigned area. • As opportunities present themselves, inform Contractor personnel of potential contract noncompliance and develop mutually acceptable remedies. • Monitor public behavior and compliance with solid waste management rules and regulations. • Inform citizens of potential violations of rules and regulations. • Observe and report to the District Manager violations of solid waste management rules and regulations. • Complete monitoring forms daily and submit them to the District Data Specialists. • Prepare defensible documentation of Contractor noncompliance with contract terms for penalty assessment. 			
Minimum Qualifications:			
Education:	Bachelor's Degree.		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Sincere interest in public works and/or environmental protection. • Ability and willingness to learn technical information regarding residential and commercial collection and street and public facility cleaning. • Excellent health and physical condition. • Tolerance for working under adverse environmental and weather conditions. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is a field position. The individual will spend nearly all of his or her working time walking a prescribed area and observing collection and street cleaning in the area. The individual will be dropped off at his or her prescribed area each morning and picked up each evening. He or she will spend some time in the District Office to attend meetings.			

Cairo Governorate Solid Waste Management Contract Monitoring Unit Job Description			
Job Title:	Medical and Industrial Monitor		
Institutional Unit:	District	Location:	District
Reports To:	District Manager	Supervises:	None
Job Summary: Monitor Contractor performance in medical and industrial solid waste collection.			
Duties and Responsibilities: <ul style="list-style-type: none"> • Study and become fully knowledgeable of contract specifications for medical and industrial solid waste collection. • Monitor Contractor compliance with the specifications for medical and industrial solid waste collection in assigned area. • As opportunities present themselves, inform Contractor personnel of potential contract noncompliance and develop mutually acceptable remedies. • Monitor medical and industrial facility behavior and compliance with solid waste management rules and regulations. • Inform facility managers of potential violations of rules and regulations. • Observe and report to the District Manager violations of solid waste management rules and regulations. • Complete monitoring forms daily and submit them to the District Data Specialists. • Prepare defensible documentation of Contractor noncompliance with contract terms for penalty assessment. 			
Minimum Qualifications:			
Education:	Bachelor's Degree.		
Experience:	None		
Skills:	<ul style="list-style-type: none"> • Sincere interest in public works and/or environmental protection. • Ability and willingness to learn technical information regarding medical and industrial waste collection. • Excellent health and physical condition. • Tolerance for working under adverse environmental and weather conditions. • Strong interpersonal and communication skills. • Fluency in written and spoken Arabic. 		
Working Conditions: The position is a field position. The individual will spend nearly all of his or her working time in the field at industrial and medical facilities. The individual will be assigned a motorcycle, scooter, or some other means of transportation so that he or she can cover a broad area. He or she will spend some time in the District Office to attend meetings.			