

# Job Profile

<b>Job Name</b>	Assistant Specialist
<b>Department / Unit</b>	Tariffs & Quality of Services Department / Postal Services Unit.
<b>Responsibility scope</b>	The job holder assists the department manager in ensuring and monitoring the quality of a fair competitive environment in the postal market in the Sultanate
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Ensure the quality of the customer service system.</li><li>• Ensure that there is no discrimination between the licensees in order to maintain a level playing field for competition and transparency purposes.</li><li>• Assist in reviewing and implementing price regulations for promoting competition in the market.</li><li>• Carry out (regional &amp; international) benchmarking studies.</li><li>• Process new tariff proposals (rates/ services/promotions) and analyze them from economic point of view involving examination of the costing models.</li><li>• Study tariff trends in the market</li><li>• Assist in conducting public consultations about tariff issues besides preparing rules and guidelines.</li><li>• Coordinate with international/ regional organizations and study group on tariff and competition related studies</li><li>• Monitoring market and technology development and liaise with users and industry to assess competitive development and benefits being delivered to consumer</li><li>• Collaborate with consumer affairs department / disputes resolution department on the investigation of consumers complaints.</li></ul>
<b>Candidate Profile</b>	<ul style="list-style-type: none"><li>• Bachelor in Finance or Economic</li></ul>

<b>Specific Job Skills</b>	<ul style="list-style-type: none"><li>• Good knowledge of economic regulatory principles.</li><li>• Strong numerical, analytical, critical and strategic thinking skills.</li><li>• Good verbal and written communication skills.</li><li>• Ability to deal with people with different cultural and professional backgrounds.</li></ul>
<b>Other Skills</b>	<ul style="list-style-type: none"><li>• Proficiency and practical ability in MS office.</li><li>• Fluency in both Arabic &amp; English.</li></ul>