

CRS JOB DESCRIPTION

Job Title: IT and Warehouse Assistant	Reports to: Operation Manager
Department: Supply Chain	Salary Grade: 4

About CRS

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian President Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and working with local partners across its portfolio. Projects under these programs range from the provision of technical assistance and capacity building to partners, promoting gender transformative behaviors and cohesion and tolerance across groups, educational grants for refugees and assistance to refugee community schools, promoting protection and safeguarding of children, and technical support, start-up funds, and vocational training for refugee and vulnerable Egyptian entrepreneurs.

Additional programming includes Emergency Preparedness and Response projects that arise as need be. A regional Management Quality unit assists the CP support department in developing and maintaining the highest level of operations standards.

Job Summary:

Support in the tasks related to warehouse management including good receipts, storage, handling, monitoring, and dispatching of Inventory from the CRS warehouse.

Ensure goods entrusted to the organization are well-maintained in accordance with CRS and donors' regulations and guidelines. In addition, provide IT technical support to the staff; support ICT global projects; Responsible for the local ICT maintenance process, and support the inventory control process.

Roles and Key Responsibilities:

- Responsible for the receiving process of purchased items according to the needed quantity, quality, and specifications.
- Maintain accurate records of purchased items that have been stocked and provide the management with an accurate representation of all goods received.
- Ensure the shipment process in collaboration with the respective vendors according to organization standards to ensure its arrival in an excellent and timely condition.
- Responsible for recording the offline goods receipts note for all goods received in the warehouse and preparing the Delivery note for all goods that are issued out of the

warehouse to the shipping company and make sure that all these transactions are also recorded in the CRS Insight software system.

- Assist the operation manager in implementing inventory control systems for proper goods handling and accounting. And support in Conducting cycle counts for inventory accuracy and performing regular inspections to minimize risk.
- Assist Global Service Desk/ EMCA RIM to access local ICT systems for troubleshooting and maintenance (when required).
- Support ICT global projects as required (e.g., Windows upgrade, Azure Active Directory, Multi-Factor Authentication, etc.).
- Set up new computers and peripherals for new users in the Country program.
- Provide software technical support to users (MS Office, Adobe Reader, Virus Scan, etc.).
- Contact the local ISP in case of Internet Service disconnection/degradation.
- Responsible for the ICT equipment custody (laptops and any other spare equipment).
- Replace printer toners and install printers on the user's computer (when required).
- Contact the local ICT maintenance company in case of the need for hardware maintenance or replacement.

Basic Qualifications:

Education and Experience

- Graduate degree in a directly related field.
- Minimum Two years of experience working in warehouse and IT management-related jobs.
- Experience with a local or international NGO is a plus.
- Familiarity with warehouse management systems
- Experience in MS Office packages (Word, PowerPoint, Visio) information management systems and Proficiency with spreadsheets is highly desired.

Personal Skills

- Excellent time management skills with the ability to work on multiple tasks.
- Strong customer service orientation with good communication and interpersonal skills.
- Detailed oriented and organized.

Required Languages

Excellent command of English and Arabic.

Travel

The job requires travel to sites within the Cairo metropolitan area.

Key Working Relationships:

Supervisory: None.

Internal: All CRS Team Members, Procurement Department, Operation Manager, and CRS support functions (Finance, IT, HR, and Admin).

External: Suppliers and vendors.

Agency REDI Competencies (for all CRS Staff):

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and are used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- **Personal Accountability** – Consistently takes responsibility for one’s actions.
- **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. It is considered honest.
- **Builds and Maintains Trust** - Shows consistency between words and actions.
- **Collaborates with Others** – Works effectively in intercultural and diverse teams.
- **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

Agency Leadership Competencies:

- **Lead Change** – Continually look for ways to improve the agency through a culture of agility, openness, and innovation.
- **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
- **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

SAFEGUARDING POLICY:

CRS is committed to safeguarding program participants from exploitation and abuse. The consultant is expected to attend a safeguarding orientation and then sign and adhere to the CRS Safeguarding Policy and Code of Conduct. This will form part of the contract.

Disclaimer: This job description is not an exhaustive list of the skills, effort, duties, and responsibilities associated with the position.

CRS’ talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer.