

Vacancy Notice

Federation of Nepalese Chambers of Commerce and Industry (FNCCI)

Position: Small and Medium Enterprise (SME) Help Desk Officer
Project: Enhancing Nepal's Inclusive Business Environment and SME Growth
Duty Station: FNCCI Secretariat, Kathmandu
Duration: November 15, 2025 – December 31, 2027 *(with possibility of extension based on performance and funding)*

Background: The Federation of Nepalese Chambers of Commerce and Industry (FNCCI), the apex body of the private sector in Nepal, with support from the GIZ is implementing the project 'Enhancing Nepal's Inclusive Business Environment and SME Growth'. The project aims to strengthen the Nepal's business environment and enhance the growth and competitiveness of Small and Medium Enterprises (SMEs) particularly those led by women and youth enterprises. As a part of the project, FNCCI will establish an SME help desk to provide targeted business development and advisory services to SMEs, facilitate market linkage and improve access to business support services. To operationalize the help desk, FNCCI invites applications from qualified and motivated candidates for the position of SME Help Desk Officer.

Key Responsibilities:

The SME Help Desk Officer will be responsible for the day-to-day operation and management of the SME Help Desk under the supervision of project manager and FNCCI management in close coordination with project team. Major responsibilities include:

Operationalization and Coordination:

- Implement Standard Operating Procedure (SOP) for the SME Help Desk
- Coordinate with the relevant committee, council and forum of the FNCCI, GIZ and other stakeholders to deliver help desk service
- Maintain proper documentation, record keeping and reporting of the help desk activities

Information and Advisory Service:

Provide information and guidance to SME on:

- Expos, trade fair and promotional events
- Export regulations, standards and market access requirements
- Policy updates, rules and regulations relevant to SMEs
- Business registration, tax compliance and government service access
- Available training, seminars and entrepreneurship events
- Facilitate access to online databases and tools developed under the GIZ project

Business Support and Market Linkage

Facilitate linkage of women and youth led SMEs with:

- National and International buyers
- Financial institutions, investors and service providers
- FNCCI's pool of experts, mentors and entrepreneurs
- Export help desk established under GIZ in the European market
- Support European help desk in identifying and promoting potential Nepali suppliers

Promotion and Outreach

- Support the preparation of digital and promotional materials highlighting Nepal's high-value niche products for European and international markets
- Publicize SME Help Desk activities through FNCCI's website, newsletters, and social media channels to enhance visibility and stakeholder engagement

Monitoring and Reporting

- Track milestones, monitor service delivery targets, and document the establishment of SME service linkages
- Prepare monthly, quarterly, and annual progress reports, contributing to overall project documentation and communication

Others

- Professionally discharge other tasks assigned by the FNCCI management.

Required Qualification and Competencies

- Bachelor's degree in business administration, economics, social science or a related field. Master's degree will be an added advantage.
- Minimum 2 years of relevant experience in SME development, business support service or entrepreneurship promotion preferably in private sector organization.
- Strong understanding of SME challenges in Nepal, including market access, export promotion and business formalization.
- Practical knowledge of SME legal and regulatory aspects, including business registration, financial settlements, export procedures, compliance requirements, and relevant trade regulations.
- Excellent coordination and communication skills with the ability to work with diverse stakeholders.
- Good command of written and spoken English and Nepali Language.
- Proficiency in MS Office Applications and familiarity with online database and digital communication tools.
- Experience in social media communication, content development and promotional campaigns will be an asset.

Reporting Line:

The SME Help Desk Officer will report to the Project Manager and work in close coordination with GIZ project team.

Duration and Remuneration

The position is full-time up to December 15, 2027, with a competitive remuneration package as per FNCCI project's norms.

Application Process

Interested and qualified candidates are requested to submit:

1. A cover letter outlining their suitability for the position.
2. Updated CV with details of qualifications, work experience and references.

Deadline for Application: 18 November 2025

Email for Submission: fncci.hrd@gmail.com

Subject Line: Application for SME Help Desk Officer - SME Growth Project

FNCCI promotes workforce diversity and encourages applications from women and youth.

Only short-listed candidates will be called for further processing

Note: *FNCCI reserves the sole right to reject any/all applications without providing any reason whatsoever.*