

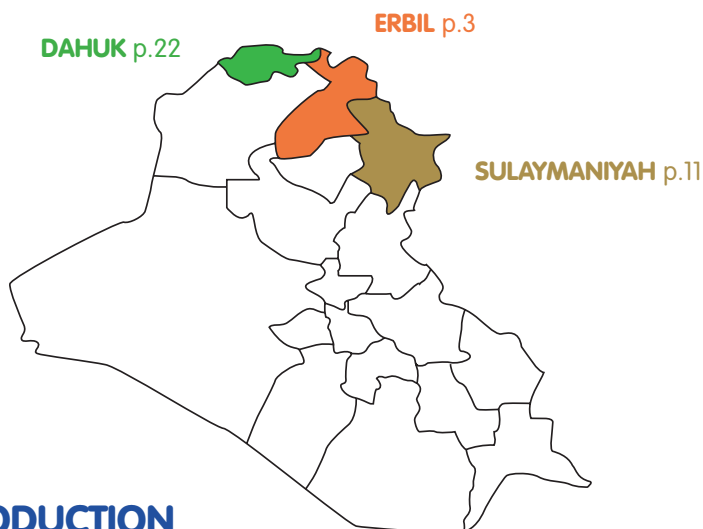


International Organization for Migration (IOM)

MAGNET II

JOB PLACEMENT ASSISTANCE





INTRODUCTION

Building upon MAGNET pilot phase (January 2012 – June 2013) aiming at providing job placement assistance and support to Iraqi voluntary returnees, the MAGNET II project is now set for 24 months (April 2014 – March 2016). MAGNET II project aims to further support Iraqi nationals returning to the Kurdistan Region of Iraq from the participating EU Member States (Belgium, Finland, France, Germany, the Netherlands and the United Kingdom) in their socio-economic reintegration process.

This booklet is intended to be a first tool for returnees, providing them with information to start looking for a job upon return.

The booklet is divided into three chapters related to the governorates of Erbil, Sulaymaniyah and Dahuk and contains relevant information on the main sectors of activities, job opportunities and other reintegration opportunities (such as training centers, micro-credit facilities, NGOs, etc.).

www.magnet-project.eu

Cover Pictures : ©IOM Iraq

- **Mohammed**, 39 years old, from Erbil. He returned to Erbil in late 2012 and was hired through the MAGNET project as a sales representative by an information technology company.
- **Iman**, 47 years old. She returned to Iraq in 2010 and works in a clothing shop.
- **Kovan**, 25 years old, from Dahuk. He returned with his family in July 2012. He was referred by IOM to a photographic studio and laboratory, which offered him a secretarial position.
- **Salih**, 27 years old, from Sulaymaniyah. He returned to Iraq in March 2012 where he found a job through the MAGNET project as a woodworker in Sulaymaniyah.
- **Rasool**, 34 years old, from Sulaymaniyah. He returned in 2012 and found a job as an oil drill operator in less than three months through the MAGNET project.

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Erbil downtown, ©IOM

GENERAL OVERVIEW

▶ GEOGRAPHY AND POPULATION

The governorate of Erbil is the capital of the Kurdistan Region of Iraq. The city of Erbil is the fourth largest city in Iraq after Baghdad, Basra and Mosul. It is located in northeastern Iraq. Erbil covers an area of 14,428 km² and shares a border with Iran.

The area of Erbil is flat, allowing the city to regularly spread out of its limits. This is corroborated by the many construction projects in the area.

According to the census conducted by the Directorate of Kurdistan Region Statistics in 2011, the population of the governorate of Erbil is 1.8 million and represents 6% of the total population in Iraq. The city of Erbil has a population of 1.4 million.

▶ EMPLOYMENT

According to the Directorate of Kurdistan Region Statistics, the general unemployment rate in Erbil was close to 4% in 2011. Since March 2003, the economic situation in the Kurdistan Region of Iraq has noticeably improved, especially in the capital city that has become an economic beacon. The private sector is boosted especially by tourism, construction, trade, and industrial projects. For the general public, salaries have risen and employment opportunities in the private sector have increased. Since early 2006, the flow of Internally Displaced Persons (IDPs) has dramatically increased as families continued to relocate due to threats and generalized violence. This includes not only

unskilled foreign workers employed by international companies, but also unqualified laborers from central and southern Iraq willing to work for a lower income and in poorer working conditions than those from the Kurdistan Region of Iraq. At the same time, this region is benefiting from the migration of professionals (such as doctors or college professors) who have brought with them skills and income that boost the local economy. 80 to 90%¹ of the qualified women embedded in the labor market are employed in the public sector at a relatively low wage, in comparison to their male counterparts.

MAIN SECTORS OF ACTIVITY

▶ TOURISM

Sector Description

In recent years, particularly since 2003, the governorate of Erbil has become the safest place in Iraq in terms of security. Moreover, the ancient Citadel of Erbil and the 12th century AD Mudhafaria Minaret (located in Minaret Park) placed Erbil as the most attractive place for tourists.

According to the General Directorate of Tourism, out of the 182,000 tourists who visited the Kurdistan Region of Iraq during Nawroz 2012, 87,000 of them (or 47.8%) visited Erbil Governorate. While the number of tourists to the various Middle Eastern countries tends to decrease because of the security and political situations, the Kurdistan Region of Iraq, and particularly Erbil city, has seen an increase in the number of visitors. According to the Kurdistan Tourism Board, by 2015 the Kurdistan Region of Iraq aims to attract more than five million tourists per year.

Erbil International Airport (EIA) continued to grow in 2013 as new milestones for passengers, cargo and aircraft movements were set. The airport broke through the one million passengers a year milestone in late October 2013 and in total 1,193,783 passengers passed through the airport, a growth rate of 26%.

Besides, Cargo tonnage continued its rise with 38,572 tonnes processed, a 40.4% increase on 2012. The year 2013 again underlined the role of EIA as an entry and departure point for Iraq, with 90.3% of passengers departing to, or arriving from, international destinations and only 9.7% travelling on domestic routes.

Furthermore, the accommodation infrastructure kept increasing in recent years and is still growing which boosts both the tourism and the construction sectors. According to the Chamber of Commerce and Industry, Erbil city has eight 5 star hotels, sixteen 4 star hotels, thirty 3 star hotels and hundreds of 1 or 2 star hotels and restaurants.

Potential Vacancies

The following positions reflect the most common jobs provided by this sector and which are available particularly in hotels, restaurants and tourism villages :

- ▶ Receptionist : responsible for the office general administrative tasks and overall support activities (answering customers' inquiries and directing them to the appropriate contacts, sorting mail, answering incoming calls and arranging appointments).

¹ According to the UK Border Agency report on the Kurdistan Region of Iraq, Sept. 2009.

- Secretary : responsible for keeping all of the administrative records, files and details that are important for the smooth and correct functioning of the entity he or she works for.
- General Manager : an executive in the managerial committee with the main responsibility of overseeing the totality of the operations and practices of the organization.
- Accountant : responsible for keeping accurate financial records (financial situation and overall transactions) for small businesses and large companies.
- Cleaner : responsible for maintaining the cleanliness of the buildings and areas in which they work for.
- Housekeeper : responsible for keeping the establishment they work for clean, stocked with supplies and well-maintained (clean, make beds, change linens and stock bathrooms with the necessary required products). They work in various locations but mainly in hotels and other tourism villages.
- Executive Housekeeper : responsible for supervising, managing and delegating the housekeeping operations and work of the housekeeping staff.
- Warehouse Worker : responsible for loading and unloading the merchandise by hand or by using forklifts. They also have the task of keeping the warehouse neat and in order.
- Cook : responsible for preparing the meals and menus in restaurants, hotels or other food service entities.
- Kitchen Helper : responsible for keeping the kitchen of a restaurant or other food service entity clean and orderly. In addition to his cleaning duties, he or she might assist in the dining area or help the cook with food preparation.
- Waiter : responsible for serving customers in restaurants and any food or beverages entities. They handle customers' orders and bills along with some necessary cleaning tasks related to the service.
- Wine Server : responsible for recommending and serving wine to guests in restaurants, hotels and lounge.
- Guard : responsible for maintaining a level of security within the work buildings and areas. Their job is to watch for impending danger and to prevent and report crimes that might take place.

Skills Required

- Receptionist : out front contacts and interactions with clients, customers or guests requiring adequate general behavior and language skills
- Secretary : organizational skills, computer and language skills
- General Manager : business degree and/or experience and skills in leadership and management
- Accountant : Economics degree, computer skills, language skills (English, Arabic and Kurdish) and experience required
- Cleaner, Housekeeper, Warehouse Worker, Guard : no specific skills required except some language abilities in English, Arabic and Kurdish
- Executive Housekeeper : management/leadership skills and experience required
- Cook and Kitchen Helper : cooking knowledge and experience
- Waiter : adequate behavior and interaction skills (patience, communication)
- Wine Server : wine knowledge

CONSTRUCTION

Sector Description

Erbil, unlike Sulaymaniyah and Dahuk, can expand as it is not surrounded by mountains. Since 2003, the city of Erbil generated growth in the construction sector as the government focused on tackling the pressing housing problem. The government has therefore commissioned private companies for the construction of housing projects such as Dream city, Zerin City, Empire City, Ozal City and Floria City.

Besides housing projects, private companies have also been commissioned to build in the city of Erbil a significant number of bridges and tunnels to make it more attractive and to reduce traffic intensity.

The table below details the number of construction projects that took place in Erbil's governorate and the number of jobs created from 2008 to 2013:

	2008	2009	2010	2011	2012	2013	Total	Growth over 2008-13
Number of construction projects	416	433	438	152	442	1,194	3,075	+ 187%
Number of jobs created	3,773	3,839	3,861	1,336	3,933	10,746	27,488	+ 185%

Source : Kurdistan Regional Statistical Office

Potential Vacancies

With the booming of the construction sector, many job opportunities are available :

- Architect Engineer : responsible for the design and development of commercial and residential real estate. Special care for the safety requirements and coordination work with urban developers, city planners and structural engineers.

- Civil Engineer : responsible for the creation of designs for the construction of roads, bridges and buildings. Costs and time estimations for the project are also established by the engineer along some management tasks.

- Cooling System Engineer : responsible for overseeing and planning the installation, operation, maintenance, and repair of equipments such as centralized heat, gas, water, and steam systems.

- Site Manager (Construction Manager, Building Manager or Site Agent) : responsible for overseeing operations on a day-to-day basis to ensure that work is done safely, on time, within budget and within the correct quality standards.

- Supervisor : responsible for directing, planning, coordinating and budgeting activities related to the maintenance and construction of facilities, structures and systems. Also responsible for participating in the conceptual development of a construction project and overseeing the scheduling and developing quality control programs as well.

- Operation Manager (Construction Manager) : responsible for managing plans, directing and coordinating construction projects both residential and commercial.
- Accountant : responsible for keeping accurate financial records (financial situation and overall transactions) for small businesses and large companies.
- Salesmen : responsible for assisting customers, for keeping a check on the inventory and stocks, for maintaining the store up to standard by keeping it clean and for reporting to the manager of the store on the store developments as appropriate.
- Worker : responsible for assisting trades people on the building and construction sites by doing a range of manual laboring jobs.
- Plumber : responsible for installing, repairing and maintaining pipes, fixtures and other plumbing elements used for water distribution and waste water disposal in residential, commercial and industrial buildings.
- Driver : responsible for driving engines for the transportation of products and staff.
- Guard : responsible for maintaining a level of security within the work buildings and areas. Their job is to watch for impending danger and to prevent and report crimes that might take place.
- Cook : responsible for preparing the meals and menus in restaurants, hotels or other food service entities.

Skills Required

A career in the construction sector requires good physical shape and hands-on skills. The construction business is considered a tough but rewarding sector. The prospects of growth for a worker in this domain are very good compared to other career options.

- Architect Engineer : architecture or engineering degree along with safety certification
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)
- Operation Manager (Construction Manager) : experience and understanding in the construction sector, communication and interaction skills

TRADE AND COMMERCE

Sector Description

Since many wealthy people moved to Erbil from all around Iraq and since Kurdish people returned from abroad, the city of Erbil witnessed a huge growth in the trade sector making it now the biggest trade center in Iraq. Several international trade fairs continue to be held in Erbil. For instance, the Erbil International Fair Ground is located in the heart of the city of Erbil and is known in Iraq as a world-class venue.

According to Erbil Guide book (2011) of the Chamber of Commerce and Industry, there are more than 15,000 traders in Erbil. Ranging from the most important international car companies, computer trading companies, electric companies to the companies of car accessories and general trading; one can find increasing job opportunities.

Potential Vacancies

Many employment opportunities are available within these trade companies :

- Salesmen : responsible for assisting customers, for keeping a check on the inventory and stocks, for maintaining the store up to standard by keeping it clean and for reporting to the manager of the store on the store developments as appropriate.
- Accountant : responsible for keeping accurate financial records (financial situation and overall transactions) for small businesses and large companies.
- Receptionist : responsible for the office general administrative tasks and overall support activities (answering customers' inquiries and directing them to the appropriate contacts, sorting mail, answering incoming calls and arranging appointments).
- Secretary : responsible for keeping all of the administrative records, files and details that are important for the smooth and correct functioning of the entity he or she works for.
- Data Entry : responsible for entering and managing the necessary data of the entity they are working for.
- Logistic : responsible for bringing in the necessary raw materials and transporting finished products to distributors, wholesalers or customers. Logistics coordinators are the professionals who oversee the day-to-day operations of a logistics department of a manufacturer.
- Human Resource : responsible for providing support in the various human resource functions, which include recruitment, staffing, training and development, performance monitoring and employee counseling.
- Legal Advisor : responsible for giving legal advice to the entities they work for. He or she provides guidance and advice to an entity on any legal matter and assists in creating contracts, policies and detailed research.
- Warehouse Keeper : responsible for managing and organizing the daily running of the stock within the warehouse (keep tracks of the amount of merchandise and transportation tasks).
- Cleaner : responsible for maintaining the cleanliness of the buildings and areas in which they work for.
- Worker : responsible for assisting trades people on the building and construction sites by doing a range of manual laboring jobs.
- Driver : responsible for driving engines for the transportation of products and staff.
- Guard : responsible for maintaining a level of security within the work buildings and areas. Their job is to watch for impending danger and to prevent and report crimes that might take place.

Skills Required

The skills required in the trade field are more likely related to language and computer abilities. Besides, a bachelor degree might also be required for some specific vacancies such as accountant. As for general vacancies such receptionist, secretary, cleaner, worker, driver, and guard the skills required are the same as for the tourism or construction fields above. A law degree and judicial experience is required for the legal advisor.

OTHER REINTEGRATION OPPORTUNITIES

European Technology and Training Center (ETTC)

The ETTC offers five different service options :

🔗 **Computer and English Language Courses**

- 🔗 A 3-month training package in English language according to level
- 🔗 A 3-month computer course with basic MS Office applications (fixed curricula)

🔗 **Vocational Training**

- 🔗 Car service mechanics (8-12 trainees)
- 🔗 Metal work and welding (8-12 trainees)
- 🔗 Electrical services (8-12 trainees)
- 🔗 Waiter services (2-8 trainees)
- 🔗 Cooking and bakery (2-8 trainees)
- 🔗 House keeping services (2-8 trainees)

🔗 **Business Startup**

This is a 3-week course for 8 to 10 participants introducing the following topics :

- 🔗 Business orientation
- 🔗 Business interests
- 🔗 Introduction to market in the Kurdistan Region of Iraq
- 🔗 Introduction to relevant legal issues
- 🔗 Field visit
- 🔗 Development of business plans or mock business plan

🔗 **Job Fair**

This event for 15 to 100 participants will bring together private (local and international, large and mid-sized) companies to present their profile and vacancies, as well as former returnees who will share their experience.

🔗 **Course on Job Application**

This 2-week course for 8 to 16 participants aims to train job seekers in the following activities :

- 🔗 Researching vacancies and looking for jobs in KRG
- 🔗 Updating CVs
- 🔗 Preparation of motivation and cover letters
- 🔗 Role play of mock interviews
- 🔗 Guidelines on how to present yourself and your skills

Contact:

Programme Executive
ETTC – Erbil, Iraq
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drei@ettc-iraq.net
+964 (0) 750.423.57.67

Bright Future Institution

It offers loan from 500 USD to 10,000 USD with a 9% interest rate. The reimbursement period is 12 months.

Contact:

Erbil - Zaniari (next to Dedawan Bank)
+964 (0) 750.984.64.97

Althiqa Bank

This institution offers loans from 500 USD to 5,000 USD for a period of 12 months and an interest rate of 12%.

Contact:

Erbil - 60 meter road (next to Faruq restaurant)
+964 (0) 66.253.12.90

SULAYMANIYAH

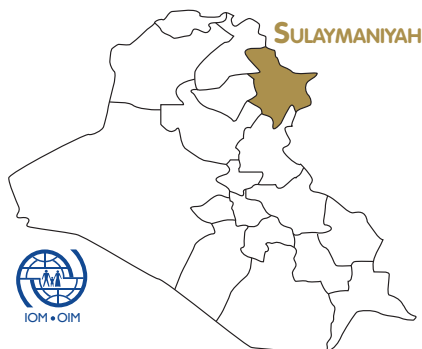
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Sulaymaniyah, ©IOM

GENERAL OVERVIEW

➤ GEOGRAPHY AND POPULATION

Sulaymaniyah is located in the north east of Iraq. It shares borders with Iran to the East and internal borders with the governorates of Erbil, Kirkuk, Diyala and Salah al-Din.

According to the Directorate of Statistics of Sulaymaniyah, the governorate's population is 1.8 million individuals (6% of the total population of Iraq). It is one of the most urbanized governorates in Iraq with the third largest share of the population. The population is 70% urban and 30% rural. Almost half live in Sulaymaniyah district (737,135 inhabitants).

Sulaymaniyah is considered the center of the Sorani Kurdish culture in Kurdistan. It is recognized officially as the cultural capital of South Kurdistan. The city is known for its open, relatively liberal and tolerant society when compared to other cities of Kurdistan.

Sulaymaniyah's economy has potential advantages due to the governorate's plentiful natural water supplies, favorable climate and peaceful security situation. Few of Sulaymaniyah's residents (3%) are among Iraq's poorest, but the governorate performs badly according to many other developmental and humanitarian indicators (education, health, women's rights).

➤ EMPLOYMENT

According to the Directorate of Employment and Vocational Training in Sulaymaniyah, the general unemployment rate is 12% in the governorate and 10% in the city of Sulaymaniyah. The Directorate registered over 52,000 unemployed persons at the end of 2013.

Unemployment among the youth, aged between 16 and 20 years, is now approximately 6%. The public sector employs a third of the total workforce.

Since March 2003, the economic situation in the Kurdistan Region of Iraq has improved steadily, creating more jobs. For the general public, salaries have risen and employment opportunities in the private sector have been growing. This is notably due to the investments made by the government for local development, to the international companies attracted by the liberalized policies and to the relative stability and security offered in this area. According to Sulaymaniyah Contractors Union, the private sector is particularly boosted by large construction projects within the public and private sectors.

According to IOM, the flow of IDPs has increased dramatically since early 2006 as families continued to relocate due to threats and generalized violence outside of Kurdistan. This population influx has placed additional pressure on the lower paid employment sector in Sulaymaniyah and has led to a 10% decrease in daily wages. Many of the cheap jobs have gone to unskilled foreign workers employed by companies, but also to the unqualified workers coming from Central and Southern Iraq willing to work at lower income and in poorer working conditions than people originating from the Kurdistan Region of Iraq. At the same time, the region is benefiting from the immigration of professionals who have brought skills and disposable incomes that boost the local economy.

According to the UN Inter-Agency Information and Analysis Unit, there is a relatively high unemployment rate amongst women (27%). The low proportion of women employed in wage jobs outside agriculture, along with the relatively low percentage of jobs for women in the public sector, implies that women face barriers to employment in non-agricultural sectors. 75% of qualified women are employed in the public sector, with a relatively lower wage than their male counterparts. Education levels are generally below average: illiteracy rates among women are approaching 50% in all districts apart from Sulaymaniyah and Halabja, and are above 25% for men in Penjwin, Pshdar, Kifri and Chamchamal.

MAIN SECTORS OF ACTIVITY

▶ TOURISM

Sector Description

The Kurdistan Region of Iraq, and particularly Sulaymaniyah, has become a safe haven and a tourist attraction for Iraqis and non-Iraqis alike due to its beauty and stability. The region is an ideal destination for those seeking unspoiled mountain scenery and ancient archeological sites off the beaten track. According to the Directorate of Tourism of Sulaymaniyah, the governorate attracted more than 1,490,089 tourists in 2012. The sector has been growing steadily along with the infrastructure as shown by the emergence of attractions like new cinemas, amusement parks, museums and cultural galleries. The Sulaimani Museum is the second biggest museum after the national museum of Baghdad.

The capital, As Sulaymaniyah, has developed into a large city served by an international airport with direct flights to Istanbul, Beirut, Cairo, Dubai, Jordan, Sweden, Greece, Germany, and the major cities of Iraq.

According to the Directorate of Tourism, Sulaymaniyah welcomed more than 1,744,602 foreign tourists in 2013, many drawn by the proximity and the fact it is not subject to strict laws faced at home in some Middle Eastern countries. Each year, the celebrations of Nawroz draw Iranian tourists choosing to celebrate the event in the region with Arabs also coming from other regions of Iraq. During the Kurdistan Region's long and hot summers, visitors and locals can enjoy the cooler weather of hillside resorts.

Since 2004, the number of accommodations kept increasing. The city has three 5 star hotels, seven 4 star hotels, eighteen 3 star hotels and about thirty hotels with 1 or 2 stars. There are also 42 motels in Sulaymaniyah, 25 tourist villages, 121 restaurants and over hundreds of fast food shops.

As a proof of the dynamism of this sector, Family and Majidi Malls are going to open in the middle of 2015. Another project including a 5 star hotel, a supermarket and a restaurant will also open its doors in 2015 near Sulaymaniyah Palace.

Potential Vacancies

The following positions reflect the most common jobs provided by this sector and which are available particularly in hotels, restaurants and tourism villages :

- Receptionist : responsible for the office general administrative tasks and overall support activities (answering customers' inquiries and directing them to the appropriate contacts, sorting mail, answering incoming calls and arranging appointments).
- General Manager: an executive in the managerial committee with the main responsibility of overseeing the totality of the operations and practices of the organization.
- Bell-boy: responsible for escorting hotel guests to their rooms, carries the luggage and opens the door.
- Waiter: responsible for serving customers in restaurants and any food or beverages entities. They handle customers' orders and bills along with some necessary cleaning tasks related to the service.
- Chef: responsible for overseeing the preparation of food or meals, and may be in charge of several or dozens of workers such as waiters, cooks, washers and other service staff.
- Cook: responsible for preparing the meals and menus in restaurants, hotels or other food service entities.
- Cleaner: responsible for maintaining the cleanliness of the buildings and areas in which they work for.
- Driver: responsible for driving engines for the transportation of products and staff.
- Maintenance Staff: personnel responsible for performing general, preventative and emergency maintenance for the given hotel facility.

Skills Required

- Receptionist : out front contacts and interactions with clients, customers or guests requiring adequate general behavior and language skills

- General Manager : business degree and/or experience and skills in leadership and management
- Bell-boy, Cleaner and Maintenance Staff : no specific skills required
- Waiter : adequate behavior and interaction skills (patience, communication)
- Chef : 3-4 years of experience of cooking

CONSTRUCTION

Sector Description

Far from being a single activity, large scale construction requires talents to build individual private housing and public building. The job is usually managed by a project manager and supervised by a construction manager, design engineer, construction engineer or project architect. For the successful execution of a project, effective planning is essential along with scheduling, budgeting, construction site safety, availability of building materials, logistics and convenience to the public bidding. All these steps are involving various staff with different skills.

According to the Kurdistan Contractors Union of Sulaymaniyah, there are 992 construction companies² at different levels, from the first to the fifth degree. Companies are involved in construction projects such as residence villages, malls, hotels and individual houses.

Potential Vacancies

With the booming of the construction sector, many job opportunities are available :

- Civil Engineer : responsible for the project design and for overseeing it.
- Electrical Engineer : responsible for designing the electronics circuit of the project and overseeing the implementation of the electric plan.
- Finance Officer : responsible for the management of the project resources and treasury and their efficient use (budget preparation and implementation, financial operations and reporting, etc.) either in a small or big project.
- Administrator : responsible for ensuring the smooth development of the administrative affairs of the company (paperwork preparation for activities, recruitment and legal affairs, etc).
- Monitor : responsible for the supervision of the day-to-day performance of a small group, in order to make sure that the project is properly implemented.
- Worker : responsible for assisting trades people on the building and construction sites by doing a range of manual laboring jobs.
- Carpenter : responsible for casting roof installation.
- Electrician : responsible for maintaining electricity services such as lighting, AC and TV systems (this job is most often required in hotels and motels).
- Driver : responsible for driving engines for the transportation of products and staff.
- Guard : responsible for maintaining a level of security within the work buildings and areas. Their job is to watch for impending danger and to prevent and report crimes that might take place.

² As of December 2014

Skills Required

- Civil Engineer : civil engineer degree and experience
- Technical Engineer : engineering degree
- Finance : finance or accounting degree
- Electrical Engineer : engineering degree and knowledge of circuit theory, heavy current or power electrical engineering and other electrical principles
- Electrical Staff : secondary school (electrics department) graduate
- Administrator : administration degree and at least 2 years experience
- Carpenter : 4 years experience in roof installation
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)
- Worker, Guard : no specific skills required

COMMERCE AND TRADE

Sector Description

Trade routes have been running throughout the region for over 6,000 years. Trade is one of the driving sectors in the growth of the Kurdistan Region's economy. Trade is a large source of revenue for the region (mainly in the private sector) helping to boost small and medium-sized businesses.

Commerce and trade have grown with the improving economic situation and level of life in the Kurdistan Region of Iraq. There is a growing demand for comfort equipment and furniture. In addition, the good security situation in the Kurdistan Region of Iraq attracts foreign investments which have helped to gain a strong understanding and to improve the business climate. This is a key sector, with over 480 general trade companies registered in Sulaymaniyah according to the Chamber of Commerce (2014). Also, a new trade building and two significant malls will soon open in Sulaymaniyah creating thus new job opportunities.

Potential Vacancies

Many employment opportunities are available within these trade companies :

- General Manager : an executive in the managerial committee with the main responsibility of overseeing the totality of the operations and practices of the organization.
- Finance Officer : responsible for the management of the project resources and treasury and their efficient use (budget preparation and implementation, financial operations and reporting, etc.) either in a small or big project.
- Salesmen : responsible for assisting customers, for keeping a check on the inventory and stocks, for maintaining the store up to standard by keeping it clean and for reporting to the manager of the store on the store developments as appropriate.
- Storekeeper : responsible for the maintenance of the store.
- Housekeeper : responsible for keeping the establishment they work for clean, stocked with supplies and well-maintained (clean, make beds, change linens and stock

bathrooms with the necessary required products). They work in various locations but mainly in hotels and other tourism villages.

- Maintenance Staff : personnel responsible for performing general, preventative and emergency maintenance for the given hotel facility.
- Guard : responsible for maintaining a level of security within the work buildings and areas. Their job is to watch for impending danger and to prevent and report crimes that might take place.
- Driver : responsible for driving engines for the transportation of products and staff.

Skills Required

- General Manager : business degree and/or experience and skills in leadership and management
- Finance Officer : finance or accounting degree
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)
- Salesmen : good communication skills and adequate behavior

AGRICULTURE

Sector Description

The Kurdistan Region of Iraq has a rich and ancient agricultural history. The Shahrazoor plain is among the most fertile cultivated lands in the world. Before the 1980s, agriculture was a strong sector in the region due, in part, to its favorable climate for the growth of fruit and vegetables. Agriculture has the potential to regain dynamism in Sulaymaniyah. The Kurdistan Regional Government seeks to encourage people who moved to the cities to move back to their villages and resume farming activities, but rural income and infrastructure are generally inadequate and remain low. As a result, young people are settling in urban centers, leaving seniors in the farms. Without a strong and revitalized agricultural sector, population movements from the rural to the urban areas will continue, increasing social problems in the country and in the region, thus having further impact on unemployment.

According to the Agriculture Directorate in Sulaymaniyah, the government provides cheap long term loans, tractors and other agriculture machinery, chemical fertilizers and good quality seeds and assists farmers by paying back the transportation fee of their crops to the market.

Consumer demand increasingly drives agricultural development such as the increasing demand in sea, fruits and vegetables products that led to the building of over 5,000 greenhouses in Sulaymaniyah, according to the Plan manager of the Agriculture General Directorate. There are 6,657 beekeepers in the Kurdistan Region of Iraq who produce around 119 tons of honey yearly.

Potential Vacancies

There are numerous available job opportunities within this specific sector :

- Sheep Raising Farmer : overall supervision of the farm and special care about sheep raising (implementation of a daily sheep growing management plan), improvement of the farm product.
- Dairy Farmer : responsible for the farm animal husbandry (cows, sheep and goats) in order to foster long-term production of milk.
- Fishing Pole Farmer : responsible for the overall supervision of the fish farm and implementation of a management plan (care, protection, growth and selling decision time and quantity).
- Plastic Sheet Designer : responsible for the selection of the land on which to build the required greenhouses. Decision on the type of greenhouses watering irrigation systems and temperature along with the supervision of its correct development.
- Garden Designer : responsible for the landscape, design and division of the land in addition of deciding on the most appropriate water supply system for irrigation.
- Driver : responsible for driving farm engines and cars for the transportation of farm staff and equipments needed for farm work. Transportation of the farm final agricultural products to the desired destinations.
- Poultry Farmer : responsible for the overall supervision of the poultry farm animal with a special care for the growth, care and protection of chicken and the production of eggs.
- Beekeeper : responsible for the overall supervision and planning of the beekeeping and honey production tasks along with the setting of an overall management plan for the protection, care and growth of the bees.
- Flower Farmer : responsible for supervision of the farm for the correct development of floral products and implementation of a selling management plan of these products.
- Forest Farmer : responsible for the protection and care of the governorate's forest is sometimes required.
- Designer for Farms and Greenhouses : responsible for the overall design and agricultural infrastructure arrangements of the various farm production sectors and the greenhouses.
- Agricultural Worker : responsible for helping the farmers when there is a need of additional workforce within the various farm production sectors.

Skills required

- Sheep Raising Farmer : agriculture engineer or animal products degree, individual with animal production background
- Dairy Farmer : animal products degree or at least 5 years experience in this domain
- Fishing Pole Farmer : agriculture engineering or animal production degree, individual with animal production background
- Plastic Sheet Designer : agriculture degree is required
- Garden Designer : engineering degree (drawing) and computer skills required
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)

- Poultry Farmer : agriculture or animal product degree is required
- Beekeeper : agriculture or any health department degree is required in order to take care of the honey production
- Flower Farmer : agriculture degree, training and experience in this field are required
- Forest Farmer : no specific skills required
- Agricultural Worker : no specific skills required except good physical shape

OTHER REINTEGRATION OPPORTUNITIES

Training Centers and Micro-Loans

General Directorate of Tourism

The General Directorate of Tourism in Sulaymaniyah has opened training courses in the field of tourism and specifically for the jobs within hotels, motels, tourist villages and restaurants.

The first training course to be organized is about the receptionist's position in order to teach individuals how to deal with customers and attract them. Then, training courses intended to administrators, bell boys, waiters, etc. will also be reviewed in order to cover the main positions existing in the tourism sector. The training is free of charge and lasts one week. These, training courses take place in Chwarbakh Hotel and are supervised by the Directorate of Tourism.

Contact :

Sarchnar Qt. - Opposite to Sarchnar patrol station
Media department
+964 (0) 35.318.38.80

The General Directorate of Agriculture

It opens from time to time training courses for those working in animal and vegetable products and for those cooperating with organizations that work in the agriculture sector.

Contact :

Plan Department
Sulaymaniyah - Grdi Ali naji
+964 (0) 53.320.39.86; +964 (0) 53.321.03.47

The Directorate of Employment and Vocational Training

It provides micro-loans up to 13,000 USD for small businesses. Furthermore, it has a department for finding jobs for those jobseekers that have registered their names in their directorate free of charge.

The Directorate offers courses on :

- Computer
- Capacity building
- Welding
- Sewing
- Refrigeration and air conditioning system

The Directorate also has a workshop for trainings requiring materials and tools. For any other type of training, the Directorate may provide a trainer and the material needed. However, the party interested in providing the training must cover the extra expenses.

Contact :

Sulaymaniyah - Huana – near Alwakay Sulaymani
+ 964 (0) 748.042.19.40

Kurdistan Economic Development Organization (KEDO NGO)

This organization offers micro-loans for creating small businesses. It also collects vacancy announcements from different companies and looks for skilled candidates to match them. If the candidate obtains the position, he must give 10% of his/her first salary to the organization as a fee.

Contact :

Sulaymaniyah - Zerinok
kedo19942002@yahoo.com; kedo94@gmail.com
www.kedo94.org
+964 (0) 748.015.96.54

Business Information Center (BIC)

As part of the Sulaymaniyah's Chamber of Commerce and Industry, the BIC has opened trainings on trade and commerce :

- “Generate your idea” : the charge for this training is 30,000 IQD for three days
- “How to start your business” : the charge for this training is 40,000 IQD for five days
- “Simply start your business” (to develop a business already existing) : the charge is 50,000 IQD for four days

The BIC also collects vacancy announcements and looks for skilled persons to fill the job. Consultation is free of charge.

Contact :

Sulaymaniyah - Salim Street
+964 (0) 53.321.04.91; +964 (0) 53.320.32.93
www.bic@sulaimany.biz - www.sulcci.com

Althiqa Bank

This institution offers loans from 500 to 5,000 USD for a period of 12 months and an interest rate of 12%.

Contact :

Sulaymaniyah - Fulkay Khala Haji, opposite to Rangeen Secondary School.

Agriculture Bank of Sulaymaniyah

This bank offers micro-loans for agricultural projects, including :

- Building plastic houses
- Digging Artesian wells
- Arboretum and rose garden
- Agriculture mechanics
- Irrigation system
- Beekeeping
- Refrigerator systems
- Livestock
- Improving livestock production
- Poultry
- Fodder factory building
- Renovation
- Fish breeding
- Mushroom farm grain
- Electricity installment

Contact :

Sulaymaniyah - Chwarbakh Qt. - near the Statistics Directorate
+964 (0) 53.320.03.47

Kurdistan Save the Children (KSC)

KSC offers training for working in water and swaging, electricity and heating systems. These trainings are free of charge and will be provided by 6 Austrian trainers in the field.

Contact :

Sulaymaniyah
Rizgari 408 - Habsakhani Naqeeb Street
ksc-kcf@ksc-kcf.org
+964 (0) 53.330.10.46

Civil Development Organization

This organization provides trainings on the following issues :

- Human rights
- Organization management
- Monitoring and evaluation
- Leader protection
- Responding to violence

The training fees must be covered by a sponsoring organization.

Contact :

Sulaymaniyah - near Azadi Park
Raoareen Street 11, Shorsh Qt. 102, House no. 1
+964 (0) 53.330.67.03; +964 (0) 770.770.75.65
cdo-pac@yahoo.com

Online Resources :

- The Contractor Union is about to open a 'Vacancies page' on their website :
<http://aweza.co/jobs/>
- <http://www.kurdjobs.com/>
- <http://www.chawyxelk.com/>
- <https://sites.google.com/a/auis.edu.iq/career-services/jobs>

DAHUK

Contact information

IOM Iraq

Dahuk - Kistan Street

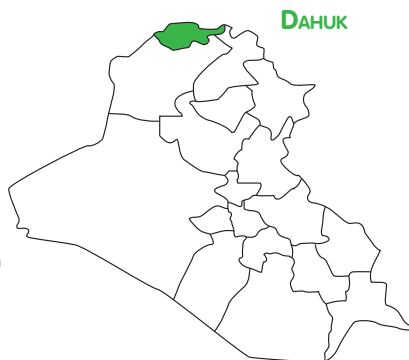
Botan Quarter – 35 Street
99444

Email: magnetdahuk@iom.int
Office phone: +964 (0) 750.233.69.89
Mobile: +964 (0) 750.457.61.70

Bureau of Migration and Displacement

Dahuk - Gre Basse (next to Shana Motel)

Email: dinya1897@yahoo.com
Mobile: +964 (0) 750.452.47.23



Dahuk, ©IOM

GENERAL OVERVIEW

➤ GEOGRAPHY AND POPULATION

Situated on the border with Turkey, Dahuk is Iraq's most northern governorate and much of its landscape is dominated by mountains. According to IOM's assessment in 2010, there are some outstanding security issues between Ninewa and Dahuk governorates regarding the administrative status of Al-Shikhan, Telafar, Tilkaif, Akre and Sinjar districts. However, in 2010 Dahuk continued to be one of the most peaceful governorates in Iraq according to the statistics of the Bureau of Migration and Displacement (BMD). The capital city is Dahuk and the governorate also includes Amedi, Sumel and Zakho districts.

According to the 2013 census, the population in the governorate of Dahuk is approximately 1,410,296 inhabitants and is divided as follows: 1,033,632 residents in urban areas and 376,664 residents in rural areas. According to the Directorate General of Statistics (2013), the population of the city of Dahuk is 369,646.

Internally Displaced Persons (IDPs) during the wave of violence in 2014, and according to the statements of the governor of Dahuk, are more than 700,000 in the Dahuk governorate and mostly live in the city centre and suburbs.

According to IOM, since 2013, the number of returnees is increasing day by day with most of them returning from Norway, Switzerland, France, Germany and the UK. Most of IOM's reintegration beneficiaries apply either to job placement or business set-up assistance as income generating activities which thus helps to develop the community.

▶ EMPLOYMENT

According to the Statistic Department survey (2007), 69% of jobs in Dahuk are provided by the public sector, 14.1% by the private sector and the unemployment rate is 17%. Few women are economically active (11%) and among them 16.9 % are unemployed.

MAIN SECTORS OF ACTIVITY

▶ TOURISM

Sector Description

One of Iraq's main touristic destinations, Dahuk governorate boasts attractions such as Amedi and Zakho districts and Dalal Bridge amongst others.

According to the Directorate of Tourism, 800,000 tourists visited Dahuk in 2011 with most of them coming from Baghdad and Mosul. This number has decreased significantly as a result of the conflict which flared up in 2014.

Dahuk has a total of 25 hotels - 3 five stars, 5 four stars, 5 three stars, 8 two stars hotel and 4 one star hotel and 41 motels.

Potential Vacancies

The following positions reflect the most common jobs provided by this sector and which are available particularly in hotels and restaurants :

- Receptionist : responsible for the office general administrative tasks and overall support activities (answering customers' inquiries and directing them to the appropriate contacts, sorting mail, answering incoming calls and arranging appointments).
- Accountant : responsible for keeping accurate financial records (financial situation and overall transactions) for small businesses and large companies.
- Administrator : responsible for ensuring the smooth development of the administrative affairs of the company (paperwork for activities, recruitment and legal affairs, etc).
- Electrician : responsible for maintaining electricity services such as lighting, AC and TV systems (this job is most often required in hotels and motels).
- Cook : responsible for preparing the meals and menus in restaurants, hotels or other food service entities.
- Cleaner : responsible for maintaining the cleanliness of the buildings and areas in which they work for.

Skills Required

- Receptionist : out front contacts and interactions with clients, customers or guests requiring adequate general behavior and language skills
- Accountant : Economics degree, computer skills, language skills (English, Arabic and Kurdish) and experience required
- Administrator : minimum high school certification, computer skills, languages (English, Arabic and Kurdish) and experience required

- Electrician : maintenance experience
- Cook : cooking knowledge and experience
- Cleaner : no specific skills required except some language abilities in English, Arabic and Kurdish

➤ CONSTRUCTION

Sector Description

The surrounding mountainous region and the increase in terrorist incidents since 2003, make the expansion of the city of Dahuk difficult along with the increase in population. Due to bad security conditions in some areas of Iraq (Mosul and Baghdad) many families have been displaced from these areas and settled in Dahuk. Economic development in the Kurdistan Region of Iraq, unlike the rest of the country, has led to the approval of a law for building loans³ (15,000,000 to 30,000,000 ID⁴) which are available from the Iraqi governorate for Iraqi citizens willing to build new houses.

The reconstruction process started with many private housing projects established by companies or individuals such as Mazi-land and Avro City, providing many job opportunities in the construction sector.

There are also many projects implemented by the local authorities such as water renovation projects, electricity sub-stations, schools, health centres, road extensions and the construction of a new building for the governorate's departments. According to the planning department of Dahuk governor's office, other key new projects being prepared include an airport, a cable-car and various tunnels.

Potential Vacancies

With the booming of the construction sector, many job opportunities are available :

- Engineer : in most cases civil engineer responsible for supervising the overall construction process.
- Accountant : responsible for keeping accurate financial records (financial situation and overall transactions) for small businesses and large companies.
- Administration : responsible for ensuring the smooth development of the administrative affairs of the company (paperwork for activities, recruitment and legal affairs, etc).
- Land Surveyor : responsible for measuring and collecting data on specific areas of land.
- Plumber : responsible for installing, repairing and maintaining pipes, fixtures and other plumbing elements used for water distribution and waste water disposal in residential, commercial and industrial buildings.
- Carpenter : responsible for casting roof installation.

³According to the Employment and Vocational training Department in Dahuk

⁴Approx. 12,500 – 25,000 USD

- Electrician : responsible for maintaining electricity services such as lighting, AC and TV systems (this job is most often required in hotels and motels).
- Monitor : responsible for the supervision of the day-to-day performance of a small group, in order to make sure that the project is properly implemented.
- Worker : responsible for assisting trades people on the building and construction sites by doing a range of manual laboring jobs.
- Driver : responsible for driving engines for the transportation of products and staff.

Skills Required

- Engineer : engineer degree and experience
- Land Surveyor : technical institute degree and ground leveling process experience
- Plumber, Carpenter, Electrician : handicrafts individuals. Experience and vocational training for those who are new to the job
- Worker : no skills required
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)

AGRICULTURE

Sector Description

Dahuk's area is surrounded by mountains and contains many water sources along with an acceptable rainfall ratio, according to the Department of Meteorology and Seismology. This makes it very suitable for cultivating different products like wheat and barley in Selevanay's area within Sumel's district, fruits in Barwari Bala's area and rice in Akre. Dahuk pasture lands had long made it suitable for a pastoralist economy, but it is equally suitable in many areas for intensive agriculture. Unlike the heavily damaged woodlands, they have remained in a reasonably good condition and continue to be a productive source of animal alimentation.

Recently, greenhouses became widely spread amongst most farmers who wished to compete with imported agricultural products. There are many kinds of greenhouses, but the most common one costs about USD 2,000-2,500. There are now more than 1,000 greenhouses units built but only 800 have been officially registered and supervised by the Agricultural Department in Dahuk.

Potential Vacancies

The main types of agriculture activities available are :

- Farmer :
 - Sheep Raising Farmer
 - Greenhouses Farmer
 - Dairy Farmer
 - Fishing Pole Farmer
- Labor : workers assisting farmers in their daily activities
- Driver : responsible for driving engines for the transportation of products and staff

Skills Required

Same requirements as for the agricultural sector in Sulaymaniyah :

- Farmer : agricultural engineering degree or animal product degree or agricultural degrees. Experience and training particularly in greenhouses management, sheep raising and fish raising
- Labor : no skills required
- Driver : public license in most cases but some driving jobs only require a private license (such as driving managers or engineers' cars)

OTHER REINTEGRATION OPPORTUNITIES

Useful Contacts in Dahuk's Governorate

Directorate of Labor and Social Affairs

All working persons who are not employed by the governorate are registered by this department.

Contact :

Dahuk - near Zari-land
Hussein Ali
Gdocsd_duhok@yahoo.com
+964 (0) 750.446.12.01

Bureau of Migration and Displacement (BMD)

All IDPs and returnees are registered by this department

Contact :

Dahuk - Shndokha - Barzan Street
Yaqoob Yosuf Ahmed
Yaqoob.barwary@gmail.com
+964(0)750.456.6765

Directorate of Employment and Training

This department provides free vocational trainings as well as micro-business grants.

Vocational Training Department (Governmental Center)

This center offers free trainings :

- Computer
- Tailoring (Sewing) and Knowing About Business
- Saloon and Hairdressing
- Mechanics

Contact :

Dahuk - Gre Basse - near the Directorate General for Agriculture
lec_duhok@yahoo.com
+964 (0) 750.445.53.75

Vocational Training

Barzani Charity Foundation

The Foundation offers all kind of vocational training for free.

Contact :

Dahuk - Tanahi
Nashwan Sabir
Nashwand22@gmail.com
+964 (0) 750.458.80.67

Online Resources

- <http://www.chawyxelk.com/jobs> (job offers, job applications and CV posting)
- <http://aweza.co/jobs> (job offers)
- <http://www.kurdjobs.com>



International Organization for Migration (IOM)

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Repatriation and Departure Service
Ministry of Security and Justice

