

www.pwc.com/al
www.pwc.com/ks

I choose PwC



pwc

Dear you (one of future us:),

PwC is the place to be!

By entering PwC, you enter the powerful network of 195.000 people in 157 countries!

Your aim will be to connect with all relevant people and build relationships that will enable you to be a success with the clients and in the firm. That will be an exciting and challenging journey!

But, you are not on your own! Apart from your peer group that you will for sure bond with and make some life long friendships, there are many people that will be responsible to help you have 'soft landing' and memorable experience in the very beginning. Many people will be engaging with you from even before you show up on the 1st day. They will try to make you feel part of the team as soon as possible.

We, in PwC are proud of our people, the sharing and collaborative culture and the value we deliver to our clients. By having you engaged properly and quickly we help you become part of it all, while keeping the special ingredient that we missed - Your authentic self:)

Once you join us you will get an 'instant soft landing network':

- Coach
- Buddy
- Human Capital professionals
- Your team members
- Leaders of the firm

Be curious, find out more about them and how they can help you!

You will also get some 'safety belts':

- The New Joiner's Calendar mapping your major activities in the first 12 months in the firm.
- Many online and classroom trainings to help you get the right info at the right time about the firm, your colleagues, your job and clients.

You will have the opportunity to manage your own 'soft landing' based on your career aspirations and personal style and preferences! Enjoy the ride!

With kind regards,

Your future team

PwC in Albania and Kosovo

Operating in Albania since 2005

The office is located at:

*Str. Ibrahim Rugova
Sky Tower, 9th floor
Tirana, Albania*



Operating in Kosovo since 2009

The office is located at:

*Str. Mujo Ulqinaku no. 5, ap. 4
Qyteza Pejton, 10000
Pristina, Kosovo*

Our Lines of Services

- Audit and Assurance
- Tax and Legal
- Advisory

Our Values

- Excellence
- Teamwork
- Leadership



PricewaterhouseCoopers has been created by the merger of two firms - Price Waterhouse and Coopers & Lybrand – each with historical roots going back some 150 years.

PwC provides services to 415 of the Fortune Global 500 companies and to 415 of the FT Global 500 companies.

600,000 hours of professional services and skilled volunteering provided to charitable causes and communities

Since 1934 PwC representatives have led the Oscars® balloting process on behalf of the Academy of Motion Picture Arts and Sciences.

27 years ago our first office was established in the CEE/CIS region.

30,000 is the number of refugee children we provided with new schools, trained teachers and educational supplies by raising money with the support of the Office of the UN High Commissioner for Refugees.

Where do you fit in?

Embarking on a new challenge at PwC is not only an excellent opportunity to demonstrate your skills and get new ones but it is also a splendid start of your career.

Working with us you would have a unique access to the global knowledge and opportunity to learn from highly skilled professionals.

Thanks to a blended learning program involving professional qualifications as well as interpersonal skills you will have unrivalled possibilities for development. Join us as an Intern and quickly get your hands on some exciting work and develop an in-depth understanding of our clients' businesses and industries. Check our departments and see where you fit in.

Assurance

We are looking for talented and ambitious people who do not want just to "work with numbers". We are seeking those who can perceive something more apart from its analytical dimension.

Your Internship or work as Associate will consist of audit projects realization support. As auditors we offer our clients a comprehensive high quality audit service which fulfils certain legal requirements and delivers a wide range of other business assurance products. You will pursue tasks based on companies' accounts checking, using our innovative auditing methodology, and give assurance to stockholders that the financial statements are true and correct. In addition, we also offer assistance in public offerings and our experienced advice on accounting and business issues

Advisory

We are looking for individuals who have very strong analytical skills and profound financial knowledge together with business understanding. We are seeking students and graduates who will help our firm operate with quality and integrity.

During your internship or work in this department you will assist in delivering the finance, economic and strategic advice to various companies and institutions. Usually we are in the position of the leader in mergers and acquisitions as well as privatization in strategic sector. As a part of your everyday duties you will have to gain the information about market, carry out various analysis of business environment, prepare the chosen parts of the offers, reports or presentations as well as help in preparing financial models for the specific business.

Tax and Legal

Working in the Tax and Legal department requires not only accuracy, good verbal reasoning and responsibility in respect of adequate law interpretation but there is also a strong demand for searching for unconventional solutions as well as the ability to get out of the proverbial box.

Your internship or work would consist of support to the teams running projects in tax advisory. Our work implies a focus on the search for economical tax structures and methods for financing business activities of our clients. We strive to implement improved control procedures which result in better corporate management.

The tasks that you will be involved in are connected with data analyzing with special attention to the correctness of settlements in terms of appropriate law, preparing tax planning solutions, operational research for setting appropriate methods of business activities as well as preparing tax documentation.

CEE Business Skills

It has long been known that 3 key elements drive people development leading to high performance. They are the 3 'E's',

Experience - or learning on the job,

Exchange - of knowledge and skill,

Education - acquiring new knowledge and skills

The CEE Core Curriculum has been created based upon these three elements, often referred to as 70:20:10.

Our Business Skills Curriculum crosses all lines of service from Junior Associate to Partner.

All curricula support the needs of the business within CEE, in this constantly changing business environment. However, learning continues to reinforce the core values of PwC which are Leadership, Teamwork and Excellence.

Many of the courses are classroom based, and held locally or in the larger territories around the region. Attending these courses gives you the opportunity to meet and network with colleagues from other territories and other Lines of Service. Additionally, we continue to invest in new delivery methods including virtual classroom environments, e-learning and mobile and social learning technologies.

Whatever the deliver method, our Business Skills courses are experiential, interactive and can be challenging. Live events are facilitated by our own internal Learning and Development teams or by external specialists to provide the optimum learning experience.



ACCA (Association of Chartered Certified Accountants)

While working with PwC, you are offered the ACCA qualification among others. This internationally recognised qualification enables you to become a Chartered Certified Accountant and work in any aspect of finance or management.

According to PwC standards all professionals performing audit work have to study for and acquire ACCA qualification. ACCA is recognized and respected across the world, and more than 320,000 students and members in 160 countries.

Whatever your background, ACCA addresses your individual needs and goals in an ongoing partnership which is designed to last throughout your career.



ACCA Qualification

PwC Tax Academy

... Tax Academy has 275 students in 21 European countries! From Prague all the way to Almaty, from Warsaw to Bucharest!

... Tax Academy curriculum covers both tax technical and business skills – all under one program!

... unique 4 year program designed by PwC professionals!

... 200 experienced and credible tutors!

... 40 days of learning in the first 2 Tax Academy years!

PwC Tax Academy is a four year training programme intended for new Tax Consultants across Central & Eastern Europe and Central Asia, in altogether 21 countries! PwC Tax Academy was launched to offer you a consistent and high quality training program which will provide you with the opportunity to develop all the technical and business skills that you need for work.

Everyone is welcome

Everyone here is different, with degrees in different disciplines, different backgrounds and aspirations; which is just the way we like it. It is our combined strengths as individuals that make us succeed as a firm: a firm that sets the highest standards in professional services. Until now, newly hired Tax professionals came from either an economic or legal background. By setting up Tax Academy we have prepared for the need to get onboard people who have no economic or financial background or training along with those that do, and to offer them all a unique learning experience.

Expect the latest training methods

The four year course at PwC Tax Academy is delivered in a variety of training methods ranging from classrooms connected to interactive business case studies, exercises and simulations, all the way to cross-territory virtual sessions and e-learning self-studies.

Exposed to best trainers

In PwC Tax Academy you'll be trained by PwC professionals who will bring in their knowledge, professional and client training experience. Apart from the internal resources, we'll also engage the best external consultants in order to insure the best quality content and delivery.

We look forward to welcoming you to our regional PwC Tax Academy!

Coaching culture

PwC is committed to having a learning environment that helps unlock potential in all our employees. All of our Staff and Partners partake in coaching courses to help them manage their teams better so that we are able to learn more about each other and the clients we work with.

Good coaching takes time, commitments and honest face to face discussion. As an employee of PwC you will be trained and coached to become the professional you aspire to be and to ensure that your team and clients meet their goals.

This investment is taken so seriously by us that we have put in place guidance and a facilitation team to deliver the learning and follow up advice that people need. As part of the team you will certainly be required to learn about this and some of you may even want to become a facilitator to help others learn, alongside your other client work.

International Assignments - Working abroad

In today's globalised world, plotting an international career path has become increasingly attractive and we want to make sure that our key talent below manager level get to maximise on the superb international career development opportunities that exist in a truly global network.

International Mobility is a Strategic Global Priority

PwC offers employees the opportunity to gain valuable experience in its offices abroad. It offers our people outstanding opportunities for personal and professional growth and the chance to acquire and expand critical skills that will help you to succeed in a truly global firm while experiencing a new culture, making new friends and enjoying life experiences.

International Mobility enables PwC to gain a competitive advantage by providing expertise to our clients and markets around the world in an agile and efficient way.

Career path

Learn about our career path

We are an organisation that presents the career paths of our employees in an open and transparent way, and in all departments the process is similar. We have prepared a model of competences which the employee should possess at particular stages of professional development. If you fulfil all the criteria ascribed to the given level, it means you are ready to enter the next level. And remember: You are in charge of your own career!

Persons employed at this post, as members of teams, take part in auditing, advisory or tax advisory works for clients of the firm, performing entrusted tasks in compliance with the guidelines of senior consultants. All our New Joiners undergo general introductory trainings and technical (substantive) trainings. Our standard program of trainings covers professional qualifications and skills preparing one for the profession of a consultant.

Associate / Consultant

The post of an Associate (Consultant) is taken up by university graduates or by persons with little or no work experience.

***“Control your own destiny or someone else will” –
Jack Welch***



Senior Associate / Senior Consultant

The post of Senior Associate (Senior Consultant) is taken up by employees between the third and the fifth year of their career at the firm. Apart from performing substantive duties, a Senior Consultant also acts as a coordinator of the work of the team involved in the given project. You will start to assume more a lead role in the projects starting from planning its course through managing the day-to-day activities and finally coaching junior members of your team.

Manager

Managers usually have 5-6 years experience in the given department and already acquired professional qualifications. The manager exercises supervision over the project and coordinates work of teams in the given industry group within the framework of the clients' portfolio with which he was entrusted. Managers are also responsible for maintaining contact with the clients of the firm, for establishing cooperation with new clients and extending the package of services and participating in the preparation of the management strategy with respect to given clients. As a Manager you will also play a crucial role in developing people and recruiting new staff.

Senior Manager

This post is taken up by a person whose work experience amounts approximately 7 to 9 years. In terms of operational work the Senior Manager performs the similar tasks as the Manager, the difference being that he or she is responsible for a larger portfolio of clients and the projects entrusted to Senior Manager are more complicated. Persons working in this post can also act as Industry Group Managers.

As Senior Manager, you will be also expected to take a more public role including hosting seminars, running research surveys, teaching courses, speaking in public and being active in community organisations.

Director

Directors are specific senior people who have distinguished themselves as key players in the local market as industry or product specialist. Their main tasks include: managing the work of subordinate teams and planning the strategy of development within the framework of the given portfolio of clients. The Director identifies new opportunities for developing the services of our firm, wins new clients and also represents the firm in contacts with key account clients within the framework of given industry groups. This post is taken up by persons with approximately 9 to 10 years of work experience.

Partner

Partners are responsible for taking strategic decisions concerning the firm, budget planning and realisation of financial objectives within the framework of industry groups they are in charge of. Partners are also responsible for the work of particular teams, in particular of acquiring new clients and extending the portfolio of services offered by our firm. They represent PwC in contacts with strategic clients and chief representatives of foreign units of our company. As a key member of the business community are expected to interact with the media including hosting seminar, teaching courses and writing point-of-view pieces .

Who we are looking for...

What we look for...

At PwC all our staff are required to demonstrate certain core skills, which we refer to as our 'global core competencies'. These are assessed throughout the application process, and candidates should make themselves aware of these, and how their own experiences may demonstrate each competency.

Analytical skills

Regardless of what role you play at PwC, you will no doubt spend a significant part of your time analyzing numerical data, verbal data and all other sources of information. Throughout our assessment process we will be observing your ability to gather relevant information, understand the broader context and draw sound conclusions from the available information.

Personal drive & motivation

We place a strong emphasis on personal development, so we will be looking for people who can reflect on their past performances and recognize their own individual strengths and development needs. Have you pushed yourself to achieve things that go above and beyond? Have you developed new skills outside of your degree?

Contributing to team success

Striving for excellence through working as part of successful teams is key to our work. We will be looking for evidence of where you have worked in teams and contributed to your team's success. Can you think of a situation where you worked in a team to achieve a common goal?

Planning and organizing

The ability to prioritize is an increasingly core skill. Chances are, you will find yourself juggling a few different priorities - similar to the way that you may have had to juggle your priorities throughout your studies. Have you managed a big event or function?

Professional impact

We believe in acting with integrity in everything we do. This means upholding the best standards, adopting the right procedures and maintaining the highest levels of confidentiality. And if something's not right, we're not afraid to say so. That's why we are looking for the kind of person who is always professional and isn't afraid to speak their mind. We need people who can gain clear agreement and commitment from others through persuasion and negotiation; and most importantly, take responsibility for their actions.

Can you think of a situation when you have acted in a responsible manner, adhered to standards or procedures, maintained confidentiality and displayed professional attitude and appearance? Have you kept your cool while you worked under pressure?

Who we are looking for...

Communication skills

Being able to communicate and listen effectively to others is vital at PwC. You'll need to be a confident communicator, able to get your point across and be just as happy listening to other people's ideas and opinions. We will be looking for people who can express themselves clearly, both in conversation and on paper. We will be interested in hearing about times when you have presented to an audience, or written a document that made good things happen. Have you been the representative for your course?

Initiative & decision making

To be successful in business, you need to have the ability to make prompt, clear decisions which may involve tough choices or considered risk. Have you identified something that could be done better and taken steps to improve it?

Commercial awareness and technical expertise

PwC is passionate about providing our clients with services that contribute to their business success. You will be continually building on your commercial and technical expertise at PwC. This includes your ability to build relationships and empathize with clients - truly putting yourself in their shoes and understanding their business and needs. This means we'll want to know that you're the kind of person who does their research and who can review or evaluate an experience to work out what you learned, and how you apply that learning. As a starting point, you could look into the qualifications we offer here. You could also find out more about our different business areas, and how you could add value to them.

Due to the ever changing business environment it is also important to keep up to date with the latest business and relevant industry trends. We will therefore be assessing your knowledge (if applicable) of the professional qualification you wish to undertake and your understanding of current business issues.

Agility

Our business and client needs are constantly changing and that means we have to adapt our work structures and processes, while maintaining 100% commitment to delivering high quality work. You are also encouraged to actively seek opportunities to work on projects or teams in other areas of the business. We are looking for people who can think on their feet and adjust to lots of different situations – without compromising on standards. Have you tried new things that are out of your comfort zone?

Steps of the Recruitment Process

We know that selection is a two-way process: we meet you and you meet us.

We have designed our recruitment process in order for you to have numerous opportunities to meet us and to receive all the information that you need in order to make an informed career decision.

While the recruitment process may vary depending on your choice of business area, further below we present some of the things that you may come across.

You will find out more about the recruitment process when you are invited to attend the first phase of the selection.

On-line application form

The on-line application form is a summary of the things that interest us most in the recruitment process. Through the application form, you can emphasize all the important details of your academic and work achievements, show your written communication skills, enthusiasm and motivation, maturity and commitment to a career at PwC, interests beyond your studies, while making sure that you offer all the relevant details for us to analyze your application against the requested profile.

To view the on-line application form and application closing dates, please refer to www.pwc.com/al and www.pwc.com/ks.

Campaign Dates

We usually run our internship campaign in spring-summer, so make sure that you keep your eyes on our careers website and start your application in due time.



Assessment Centre

Once completing your on-line application, you may be contacted to attend one of our Assessment Centres. Usually, our assessment centres consist of :

- tests that measure your logical and numerical reasoning skills and written English
- a group or an individual exercise
- a first interview – normally with a Manager, Senior Manager or Director from the business area you want to join and a member of the Human Resources Department
- a second interview – normally with a Partner from the business area you want to join

This may sound a lot, but don't worry – the centre is designed to be as interesting and enjoyable as possible, and you will have the chance to demonstrate your best qualities and find out as much about working with us as possible.

The numerical reasoning and logical tests are a reassessment of the tests that you have sustained on-line, at the date of your application. You will find that the tests have the same structure and main idea, but that the specific questions differ.

The one-to-one interviews will focus on your interests, experiences and motivations for a position in your area of choice. You will be asked about examples from your past experience (either from your work experience or from school) and you will receive answers to any questions that you may have.

The group exercise will involve working with a group of 6 candidates at most on a given theme. We will be interested in your performance in terms of presentation, problem solving, decision making, communication skills and analytical and leadership skills.

How to stand out in every interview

Tips for the interview

- Think of unique experiences that have had an impact on your life and don't be afraid to talk about your achievements or area where there is room for improvement.
- Try to avoid the good old school or university project examples – recruiters hear them all the time!
- Companies don't expect you to know everything about them. However, they do expect you to know enough to show that you're interested in the role.
- Avoid criticising previous employers or colleagues, focusing on bad feelings or giving excuses about negative experiences – try to focus on the positive things you have taken away from these experiences.
- Be poised. A firm handshake, good eye contact, sitting up straight and avoiding nervous habits such as finger tapping or giggling all help to ensure you come across professionally.
- Stick to the facts. If you're asked a question and stuck for thoughts, it will become obvious if you don't tell the truth. If need be, refer back to your resume or some notes you have prepared.
- An interview is an opportunity to confirm whether this is an organization you can see yourself working with. Think about all those questions that you haven't had an answer to during your preparation, and come armed with one or two which will allow you to leave an interview in a better position to make an informed career decision.
- Remember: most people who are interviewing you have been in your seat at some stage recently, and understand your nerves. Relax, speak clearly and enthusiastically and you will get the best out of this experience.

Getting ready for the interview

Gaining an interview is a milestone in your job seeking campaign, and you deserve to be proud of your success. It's now time to prepare to make the most of the next stage in securing that job you want.

While there are thousands of tips out there on how to best prepare for and participate in an interview, we have put together a list of our top tips on how to rise to the top during every interview.

First Impressions Count!

When we think of the first impressions, this can be your recorded message on a mobile phone, or your personal e-mail address that we use to contact you.

Sometimes, you need more than the right qualifications. In today's hotly contested business world, knowing some inside tips on how to impress your potential employers can be invaluable.

When you apply, expect to get a call, and prepare for this accordingly.

When an interview is secured, make sure that you have confirmed the right place and the right time – and while you know to allow enough time to get there, don't announce yourself too early. There is nothing worse for your nerves than having to sit and wait in an uncomfortable office chair for over half an hour before an interview! If you do arrive early, take the time to go for a walk instead, get some fresh air and run through any questions you may want to ask at the end of your interview.



Have you done your homework?

Here are a few things you might want to consider before an interview to ensure that you are well prepared:

What form will the interview take – is it a one-on-one or panel interview? Will there be a test to assess your skills? If so, what do you need to bring with you – like a calculator, for instance. Don't be afraid to ask further questions about the interview if you need more details.

Who is interviewing you? You won't always necessarily find out prior to an interview by whom you will be interviewed, but think about the big picture: What does the organisation do? Talk to your family and friends, research the company's website – try to find as much information as you can. Having a solid understanding of what the firm does and its value propositions helps prepare you for the good old questions: "Why are you interested in this job?"

Brainstorm the competencies that you think are required to perform in that role and think about examples of when you have demonstrated these competencies (you can also find details about the competencies on our career website). Think outside the examples you have already given either in previous interviews or in your resume. We're trying to find out as much as possible about you, so we don't want to hear what we have already heard or read.

Now STOP preparing

Preparation is the key to success – but too much preparation can be just as bad as no preparation at all. Anticipating questions, preparing answers and even rehearsing an interview are great ways to ensure that you are ready for a successful interview, but always be prepared to adapt your responses to the question you have been asked.

The best way to prepare is to have lots of examples up your sleeve, and be prepared to adapt them to the question appropriately – we want to hear you speak, and not to hear some pre-defined answers that might have been used by other candidates, too.

Too much or too little?

Before going into the interview, understand what time restrictions there are and try to keep your answers concise. Nevertheless, make sure that you give enough details that sustain what you are trying to say.

For instance, if you are asked to give an example of when you have demonstrated leadership, give us a "STAR" response: a specific Situation or Task, the Action that you took which demonstrated leadership, and the Result of your action.

Remember that it doesn't matter if the result wasn't positive – often what you learnt can be equally beneficial. By using the "STAR" technique, you will get straight to the point and allow enough time for the interviewer to probe for more information where it is needed.

More than work

We also care about our former employees, especially for whom we created the Alumni program, a cutting edge interactive platform acting as an exclusive, business-based social networking service for PwC alumni that helps them strengthen their connection with other members of our community.

What speaks in favour of the given organisation is not only its market position, but also its concern for employees. We would like to be both a place where one can develop one's professional competence and also a great place for work where one comes with pleasure.

Our organisation is quite specific, since this is what the nature of our work requires from us: cooperation with clients, frequent meetings with public institutions, acting in compliance with the highest professional, technical and ethical standards, etc. This notwithstanding, the atmosphere in the firm is friendly and full of kindness and we all are on a first-name basis with one another.

During the year we meet at company events such as Happy Fridays, Away Days, i.e. integration trips, a number of parties (New Year's parties, Christmas parties, family picnics), or informal after-work meetings of employees.

We choose PwC

This booklet gives you information about career path at PwC, but you might still have some questions. Feel free to visit our website or get in touch with us on university events.

We want you to be sure we're the right choice for you.

So once you've found a business area and programme you think you'll thrive in, apply online.
www.pwc.com/jobs

The content of this booklet is for general information purposes only.

© 2015 PwC. All rights reserved. PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/structure for further details.