



VACANCY ANNOUNCEMENT: UNOWAS/HRS/VA/008/16

The United Nations Office for West Africa and the Sahel is looking for a highly motivated, team player and result oriented person

To serve as: **Administrative Assistant**

Title	Administrative Assistant
Number of posts	01
Type of contract	Individual Contractor
Category	IC
Duration	Initially through August 2016
Duty station	Dakar
Unit/Section	General Services/Mission Support
Issuing date	11/05/2016
Closing date	18/05/2016

Duties and Terms of Reference

Organizational Setting and Reporting Relationships: This position is located in General Services Unit. The incumbent reports to the Associate Administrative Officer.

Responsibilities: Within limits of delegated authority and depending on location, Office Assistants at this level may be responsible for the following duties:

- Provides general office support services to help ensure the smooth functioning of the unit.
- Manages the UNOWAS/CNMC switchboard: receives all office phone calls and visitors and refers them to the appropriate source or reply personally to queries when possible.
- Sorts and distributes or processes mail and other documents.
- Performs a variety of administrative duties (e.g., meeting organization, reservations, office supply and equipment orders, etc.), including preparing and/or processing administrative requests/documents, expense claims, vouchers, visa applications, etc.)
- Uses basic keyboard and word processing skills to prepare forms and short documents (e.g. memos, letters, faxes, electronic mail, etc.).
- Photocopies a variety of documents and other materials.
- Delivers urgent mail/messages.
- Maintains unit files (paper and electronic).
- Operates a variety of office equipment in the performance of basic office functions, e.g. photocopier, facsimile, printer, scanner, etc.
- Performs other duties as assigned.

Work implies frequent interaction with the following:

Staff in all other UNOWAS/CNMC units.

Results Expected: Convey incoming calls to the required recipient, Accurately completes work assignments, in a timely manner, requesting assistance when work assignments are unclear. Maintains accurate files/records. Establishes effective working relationships

**Competencies:**

- **Professionalism** – Knowledge of basic clerical functions. Ability to operate standard office equipment. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- **Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Qualifications:

Education: High School diploma or equivalent.

Experience: A minimum of two (02) years experiences switchboard operating, in clerical and general office support or related area is desirable.

Language: Fluency in one of the working languages of the UN Secretariat, English or French, (both oral and written) is required; working level knowledge of the other is desirable.

APPLICATION:

This announcement is available on UNOWA: Website: www.unowa.unmissions.org

Applicants meeting the above qualifications are requested to submit the following only:

- **Motivation letter**
- **Completed P-11 form (please note that the P11- Form is available on UNOWA Website)**
- **Copy of Diplomas and Degrees**

You can send your application by e-mail at unowa-cnmc-hr@un.org

Please note that only short-listed candidates will be contacted.