

**GENERIC JOB PROFILE**  
**Team Assistant – GS-4**

**Organizational Setting and Reporting Relationships:** These positions are located in units across the Organization. The incumbent reports to one or more officers.

**Responsibilities:** Within limits of delegated authority and depending on location, Team Assistants at this level may be responsible for the following duties: *(These duties are generic, and may not be performed by all Team Assistants)*

- Performs a wide range of office support and administrative functions.
- Responds or drafts responses to routine correspondence and other communications; uses standard word processing package to produce a wide variety of large, complex documents and reports.
- Monitors processes and schedules related the unit's outputs, products, tasks, etc.; where applicable, assists in the verification of receipt and accuracy of requisite documents, approvals, signatures, etc. to ensure compliance with relevant legal, financial and other requirements.
- Researches, compiles and organizes information and reference materials from various sources for reports, work plans, studies, briefings, meetings/conferences, etc.
- Generates a variety of standard statistical and other reports, work orders, etc., using various databases.
- Proofreads documents and edits texts for accuracy, grammar, punctuation and style, and for adherence to established standards for format.
- Screens phone calls and visitors; responds to moderately complex information requests and inquiries (e.g. answers requests requiring file search, etc.), and as necessary, refers inquiries to appropriate personnel for handling.
- Provides secretarial, administrative and logistics support to meetings, boards, committees, conferences, etc.
- Assists in the maintenance of websites by scanning, converting and posting a variety of documents onto the site.
- Assists in the preparation of presentation materials using appropriate technology/software.
- Maintains calendar/schedules; monitors changes and communicates relevant information to appropriate staff inside and outside the immediate work unit.
- Performs data entry and extraction functions.
- Reviews, records, distributes and/or processes mail and other documents; follows-up on impending actions.
- Updates and maintains large distribution lists; monitors, prepares and distributes various materials, reports, where possible using electronic formats; handles arrangement for printing and translation as necessary; coordinates shipment arrangements, courier services, etc.
- Performs general administrative tasks (e.g. leave and attendance recording, arrangements for meetings and other events, reservations, budget follow-up, etc.), to include preparing and/or processing administrative requests/documents (e.g. requisitions, purchase orders, travel requests, contracts, expenditure authorizations, visa applications, etc.).
- Maintains files (both paper and electronic) and databases for work unit.
- Assists in providing software and office equipment support.
- Provides guidance to less experienced staff on general office processes and procedures, computer applications, etc.
- Performs other duties as assigned.

**Work implies frequent interaction with the following:**

Staff in related organizational units across the institution.

Visitors and representatives from Permanent Missions, UN Common System and other international organizations, NGOs, etc.

**Results Expected:** Effectively delivers of a wide range of administrative and office support functions under moderate supervision. Regularly assists in drafting routine correspondence and other communications. Accurately and in a timely manner, produces a range of documents, reports and other outputs. Appropriately applies relevant policies, guidelines, procedures and processes. Establishes effective working relationships with internal and external contacts at all levels.

**Competencies:**

- **Professionalism** – Knowledge of general office and administrative support including administrative policies, processes and procedures. 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.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **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.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows

willingness to learn new technology.

**Qualifications:**

Education: High school diploma or equivalent. Must have passed the United Nations Administrative Support Assessment Test (ASAT) at Headquarters or an equivalent locally-administered test at Offices Away.

Experience: Experience in general office support or related area is desirable.

Language: English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Other: *(To be determined and specified by Programme Manager, as required or desirable, at the time of building a specific vacancy announcement. Qualifications listed in this part should be of a technical nature and not related to education, experience and language as indicated above )*

*Approved at the GS-4 level by Jan Beagle, Assistant Secretary-General  
for Human Resources Management  
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