



Vacancy Announcement

Team Assistant, UN Information Centre (UNIC), Prague, G-3

DEADLINE FOR APPLICATIONS: 19 Mar 2010
DATE OF ISSUANCE: 18 Feb 2010
ORGANIZATIONAL UNIT: Department of Public Information
DUTY STATION: Prague

Responsibilities:

Under the guidance of the Officer-in-Charge, Team Assistant at the UN Information Centre Prague (UNIC) is responsible for the following duties:

- Provides general office support services to help ensure the smooth functioning of an organizational unit.
- Uses standard word processing package to produce a variety of routine correspondence, reports, tables, charts, graphs, etc., in accordance with institutional standards.
- Proofreads written products for completeness and grammatical and typographical accuracy.
- Maintains calendar/schedules; monitors changes and communicates relevant information to appropriate staff inside and outside the immediate work unit.
- Reviews, records, routes and/or processes mail or other documents; gathers pertinent background material; tracks and monitors follow-up action as required.
- Receives phone call and visitors, and responds to routine inquiries and information requests, including drafting routine written responses, or routes to appropriate personnel for handling as required.
- Maintains files (both paper and electronic) and databases for work unit.
- Updates and maintains large distribution lists; assemble documents, reports and other materials for global dissemination, where possible using electronic formats; coordinates courier services.
- Performs basic data entry and extraction functions.
- Checks accuracy of simple calculations, codings, data, etc.
- Performs a variety of administrative duties (e.g. leave recording, meeting organization, reservations, office supply and equipment orders, etc.), including preparing and/or processing administrative requests/documents (e.g. travel requests, expense claims, vouchers, visa applications, etc.).
- Photocopies a variety of documents and other materials.
- Operates and maintains a variety of office equipment in the performance of basic office functions, e.g. photocopier, facsimile, printer, scanner, etc.
- Delivers urgent mail/messages, carries out miscellaneous shopping.
- In performing his/her duties drives UNIC official car when practicable (messenger duties, shopping, UN official visits, etc.).
- Performs other duties as assigned.

Results Expected:

Provides general office and administrative support, including accurate and timely production and processing of documents and administrative requirements. Maintains accurate records and/or data. Appropriately applies relevant policies, guidelines, procedures and processes. Recognizes and reports data and other discrepancies. Appropriately applies relevant policies, procedures and processes. Establishes effective working relationships with internal and external contacts at all levels.

Competencies:

- *Professionalism* – Knowledge of general office and administrative support. Knowledge of 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.

Experience:

Experience in general office support or related area is desirable.

Language:

For the post, fluency in oral and written Czech and English is required.

Other:

Driving license (B) and active driving experience and skills.