

**Job Opening  
Mail Assistant  
UNSMIL-GS4-JO001/2020**

<b>Title:</b>	Mail Assistant
<b>Level/type:</b>	GS-4 / Fixed-Term Appointment
<b>Duty Station:</b>	Tunis, Tunisia
<b>Section:</b>	Property Management Unit (PMU)
<b>Number of Positions:</b>	1
<b>Date of Issue:</b>	31 January 2020
<b>Deadline for applications:</b>	29 February 2020

**Women candidates are strongly encouraged to apply to the mentioned position**

**HOW TO APPLY:****STEP 1: INTERESTED APPLICANTS SHOULD SUBMIT THEIR APPLICATION USING THE UNITED NATIONS PERSONAL HISTORY FORM P.11**

(P.11 obtainable at the following web site: <https://unsmil.unmissions.org/sites/default/files/p11-form.doc>)

**ANY APPLICATIONS RECEIVED IN A FORMAT DIFFERENT TO THE UNITED NATIONS PERSONAL HISTORY FORM (P.11) WILL NOT BE CONSIDERED.**

**STEP 2:** Qualified candidates must submit their application using the P.11 template listed in STEP 1 by e-mail to [unsmil-hrstaffing@un.org](mailto:unsmil-hrstaffing@un.org). The application **MUST** include only the Job Opening No. in the subject line of their e-mail (e.g. UNSMIL-GS4-JO001/2020).

**ORGANIZATIONAL SETTING AND REPORTING:**

This post is located in the Property Management Unit (PMU) within the Mission Support Service (MSS) of the United Nations Support Mission in Libya (UNSMIL). The post is located in Tunis, Tunisia. The incumbent will be under the overall supervision of the Property Management Officer (PMO).

UNSMIL's mandate as renewed in SC resolution 2486 of 12 September 2019 includes, as an immediate priority, support to the Libyan political process, as well as the undertaking of: (a) support to key Libyan institutions; (b) support, on request, for the provision of essential services and delivery of humanitarian assistance; (c) human rights monitoring and reporting; (d) support for securing uncontrolled arms and related materiel and countering their proliferation; and (e) coordination of international assistance, and provision of advice and assistance to GNA-led efforts to stabilize post-conflict zones.

**JOB DESCRIPTION:**

Within the limit of the delegated authority, the incumbent will be responsible of the following tasks:

- Receives incoming pouches, incoming mail, express mail, and parcels; verifies airlines and courier documents.
- Collects all incoming registered mail from Post Office. Alerts the supervisor of tampered mail for appropriate action. Tracks the distribution of all mail, as well as pouch service.
- Logs incoming mails/pouches and raise discrepancies to supervisor, e.g., missing pouches, incoming mail items, incorrect pouch numbers, misrouted pouches, etc.
- Ensures that all items received are logged onto computer for financial and statistical purposes. Prepares receipts and processes for distribution. Assists in tracing items and is accountable for actions taken.
- Ensures safety and security of items received in area, i.e., that all items are x-rayed and date-stamped prior to distribution. Supervises the sorting and categorizing of mail to facilitate processing.
- Assists supervisor in opening and inspecting items to ensure that all items received in pouch and mail units are official and in compliance with pouch and mail rules and regulations, maintain records.
- Ensures that ongoing pouch and courier shipments are processed to meet pick-up schedules, and that incoming pouches/courier shipments are processed in a timely manner, and that reports are completed on time.
- Ensures timely distribution of conference documents. Assists in preparation of yearly budget for Registry submit in relation to pouch, overnight express service, and mail.
- Provides guidance to other staff on the proper use of diplomatic pouches or other mail service.
- Prepares customs declaration in the case of parcels. Ensures proper coding, authorization, and addressing.
- Signs the credit memos and summary of enclosures.
- Records the quantity of mail in each category, i.e., registered, certified, mail from missions, personal, confidential or other for statistical purposes/
- Determines and apportions freight charges proportionate to usage by other UN agencies.
- Delivers urgent mail, parcels, specials etc. as needed, or ensures prompt delivery of urgent mail.



- Prepares weekly activities report for management. Assists the unit supervisor in planning and assigning long and short-term assignments to clerks and messengers.
- Liaise with the courier contractor to expedite dispatching Mail and Pouches.
- Drafts correspondence as required.
- Check and verifies invoices for payment. Maintains and updates various databases.
- Performs other duties of the unit as assigned.

**COMPETENCIES:**

**Professionalism:** 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

**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.

**Planning and 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.

**QUALIFICATIONS:**

**Education:** High school diploma or equivalent is required.

**Work Experience:** A minimum of three (3) years of progressively responsible experience in handling mail, pouch, registry operations or related area is required. Experience in dealing with National Customs authorities is desirable. Experience in dealing with Ministry of Foreign Affairs, Tunisia is desirable.

**Language:** English and French are the working languages of the United Nations Secretariat. For the position advertised fluency in Arabic and French is required, Knowledge of English is desirable.

**ASSESSMENT:**



Evaluation of qualified candidates may include an assessment exercise which may be followed by a competency-based interview.

**SPECIAL NOTICE:**

Recruitment in the General Service category shall be made in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country and shall comply with any host country agreement in effect. Applicants who are not nationals from Tunisia must meet the relevant employment requirements of the host country, including fulfilling visa or work permit stipulations.

In order to meet the provisions of staff rule 4.7, all applicants shall be screened for family relationships. An appointment shall not be granted to a person who is the father, mother, son, daughter, brother, sister, stepchildren or step sibling of a staff member. This restriction applies to relationships within the United Nations Secretariat and not to those with the separately administered Agencies, Funds or Programmes.

**ADDITIONAL INFORMATION:**

National license to drive 4-wheel vehicle is desirable.

Due to the high volume of applications received, ONLY those applicants who are short-listed will be notified.

**Incomplete applications or applications received after the deadline will not be considered.**

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.