



Individual Contractor (IC) Opening for ADMINISTRATIVE/PROTOCOL ASSISTANT UNSMIL-IC-IC033/2018	
Title:	Administrative and Protocol Assistant
Level:	IC-3
Duty Station:	Tunis, Tunisia
Section:	Visa Unit/Property Management Section
Date of Issue:	08 October 2018
Deadline for Applications:	16 October 2018
<u>Women Candidates are strongly encouraged to apply to the mentioned position</u>	
HOW TO APPLY:	<p>STEP 1: <u>INTERESTED APPLICANTS SHOULD SUBMIT THE UNITED NATIONS PERSONAL HISTORY FORM</u> (P11 obtainable at the following web site: https://unsmil.unmissions.org/sites/default/files/p11-form.doc)</p>
	<p>STEP 2: Qualified candidate MUST submit his/her <u>P11 application</u> with all the documents listed in STEP 1 by e-mail to unsmil-hrstaffing@un.org, and MUST include only the JO No. in the subject line of their e-mail (e.g. UNSMIL-IC033/2018)</p>
JOB DESCRIPTION:	<p>Under the overall guidance of the Chief of Mission Support and direct supervision of the Chief Property Management Officer the incumbent will perform the following functions:</p> <ul style="list-style-type: none"> • Prepare Note Verbale requesting access to the VIP Lounge at Tunis-Carthage Airport and assist with protocol duties in support of arrivals and departures of SRSRSG, DSRSG and other Senior Officials. • Prepare official request documents, process and follow up on multi-level visas to Tunisia and Libya for all UNSMIL personnel and their official dependents, VIPs, UN Agencies, Funds and Programmes, Official visitors and delegations. • Assist with formalities newly recruited/incoming staff members upon arrival at Tunis-Carthage Airport. • Support the United Nations Guard Unit rotations and repatriations (both incoming and departing bodies), including visa issuance from the Ministry of Foreign Affairs in Tunisia. • Ensure accuracy and completeness of required documentation for visas and residency cards for all staff members for further submission to the relevant Tunisian and Libyan bodies, as applicable.



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	<ul style="list-style-type: none"> • Perform all Mail and Pouch tasks related to official documents (incoming and outgoing) and maintain database of all mail and pouch transactions. • Maintain and update the filing and information archives of the unit. • Keep track of the Tunisian residency cards and submit renewal requests. • Prepare weekly and monthly statistical reports related to the visas. • Prepare required documentation related to imports and exports of UNSMIL shipments, staff members’ personal effects, and follow up with Tunisia customs authorities to receive clearance. • Alert the supervisor of any unexpected delays, which may result in disruption of operations. • Provide ad hoc translation from/to French-English-Arabic, as required. • Perform other office-related duties as requested by the supervisor.
<p>COMPETENCIES:</p>	<p>Professionalism: Ability to perform a broad range of administrative and protocol functions. Knowledge of general office and administrative support tasks. Ability to develop and maintain good relationships with external clients such as governmental officials and customs authorities. Ability to drive commercial vehicles and review alternative routes to select the most efficient. 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. Committed to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.</p> <p>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 clients.</p> <p>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.</p>



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	<p>Teamwork: 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.</p>
QUALIFICATIONS:	<p>Education: High school diploma or equivalent.</p> <p>Experience: A minimum of two (02) years of work experience in protocol and/or administration services or related area. Customs clearance experience is desirable as well as experience in dealing with governmental offices.</p> <p>Language: English and French are the working languages of the UN Secretariat. For this post, fluency in spoken and written English, French and Arabic is required.</p> <p>Other Requirements: Proficiency in computer-based applications such as Word and Excel in particular. Driving licence is required.</p> <p>Eligibility: This vacancy is open for Tunisian Nationals and Non-Tunisians who have a valid Tunisian residency card and work permit.</p>
ADDITIONAL INFORMATION:	<p>Due to the high volume of applications received, ONLY those applicants who are short-listed will be notified.</p> <p><u>Incomplete applications or applications received after the deadline will not be considered.</u></p> <p>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.</p>