

**الأمم المتحدة**  
**اللجنة الاقتصادية والاجتماعية لغربي آسيا**

**UNITED NATIONS**  
Economic and Social Commission  
for Western Asia



**NATIONS UNIES**  
Commission économique et sociale  
pour l'Asie occidentale

**Date of issuance: 30 October 2009**  
**Deadline Date: 14 November 2009**

**TEMPORARY VACANCY ANNOUNCEMENT**

*Internal/External*

**Functional title: Mail Assistant**

**Grade**  
**G-4**

**Office: General Services Section  
(GSS) – Administrative  
Services Section (ASD)**

Interested qualified candidates who meet the post's requirements are requested to send their P.11 or PHP by email to [employment-escwa@un.org](mailto:employment-escwa@un.org) no later than 14 November 2009.

**ESCWA reserves the right to hire at a level below that of the post.**

**RESPONSIBILITIES:**

Under the general supervision of the Chief of General Services Section, the incumbent will be responsible for the following duties:

- Receive and dispatch all official, personal and confidential mail and clear packages addressed to United Nations ESCWA and other UN common system offices; maintain accurate records; deliver urgent mail, parcels, specials etc. as needed;
- Contact airlines regarding arrivals of incoming Pouches to be cleared at Beirut International Airport;
- Log incoming mail, raise discrepancies to supervisor and assist in tracing items, (e.g., missing pouches, incoming mail items);
- Assist in compiling, computing and preparing statistics on work carried out by office;
- Ensure that items for mailing are properly sorted to meet departure deadlines;
- Assist supervisor in opening official mail;
- Ensure safety and security of items received, i.e., all items are x-rayed and date-stamped prior to distribution;
- Provide guidance to staff on the proper use of mail service;
- Operate franking and shredding machines and other equipment;
- Perform other duties as assigned by the supervisor.

**COMPETENCIES:**

- **Professionalism** – Knowledge of general office procedures; ability to apply good judgment in the context of assignments given; safety and security regulations. 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 concern; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Communications** – 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** – Good interpersonal skills and ability to establish and maintain effective working relations with people in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity. 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.

- **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.

**REQUIREMENTS:**

**EDUCATION** - Completion of secondary education, high school diploma or equivalent.

**WORK EXPERIENCE** – A minimum of four years experience with mail operations. Experience in handling pouch, and registry operations are desirable.

**LANGUAGES** - English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English and Arabic is required.

**Applications will only be accepted when they correspond to specific vacancy announcements.**

**Appointment against this post is on local basis and is open only to those who have been successful in the relevant entry level examination.**

**ESCWA is a smoke-free environment.**