

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

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 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.