



United Nations Interim Administration Mission in Kosovo
RECRUITMENT UNIT
Human Resources Section

Job Opening – *Internal/External*

Job Opening #: MIK (N)19-008 2nd issuance	Deadline: 04 March 2019
Post Title: Administrative Assistant	Level: G-5
Organizational Unit: Office of Chief of Staff	Location: Pristina
UNMIK invites qualified internal applicants and as well as external applicants in the relevant occupational group to apply for the position highlighted below. Interested applicants should submit a cover letter, Personal History Profile (PHP) or Personal History form (P.11) and copy of the latest two Performance reports (if applicable).	
Kindly note that applications upon receipt will be reviewed and <u>only applicants who are short-listed will receive an acknowledgement within six weeks from the deadline for submission of applications.</u> <i>Please indicate the Job Opening number in the subject of your e-mail</i>	

DUTIES AND RESPONSIBILITIES:

The Administrative Assistant reports to the Coordination Officer at the Office of Chief of Staff and is responsible for the following:

- Receive, review and register all incoming and outgoing correspondence for the Mission, through the Office of the Chief of Staff. Provide efficient record management of the same by registering it into the electronic database system (COSMOS and other databases). Register/task/distribute documents and ensure follow-up of completion of tasks.
- Coordinate protocol matters and external relations on behalf of the SRSG and Deputy SRSG. Organize visits of the SRSG/DSRSG outside of Kosovo, including preparation of Note Verbales, liaison with foreign diplomatic missions, as well as making all arrangements required regarding protocol, logistics and security.
- Organize and implement international visits to UNMIK and Kosovo of foreign dignitaries and other diplomatic/UN delegations by arranging substantive programmes, logistics, security and protocol.
- Organize conferences, seminars, mission retreats and meetings by handling all necessary arrangements (preparing invitations, visas application if required, coordinating relations with service providers, seating plans, background documentation, translation and interpretation services, special equipment.)
- Liaise with local institutions, foreign government and their representatives in Kosovo (Embassies, diplomatic Missions, Liaison Offices, international presences and organizations).
- Responsible for time management and schedule of Chief of Staff with appropriate consultation as required; effectively prioritize and resolve related conflicts and competing demands.
- Identify issues requiring the manager's attention and refer others to relevant officer for appropriate follow-up. Monitor and follow-up on actions to be taken.

- Point of contact to receive, register and maintain information on instances of UNMIK's facilitation of participation of Kosovo's authorities in international meetings. Keep track of the meetings facilitated and ensure timely preparation and submission of the facilitation input for the RBB performance accordingly.
- Take active role in the overall administration of the Office of Chief of Staff, i.e. provide substantive and administrative support in managing priorities and work flow of the manager and of the work unit; coordinate and monitor multiple activities and work processes to ensure that management directives and decisions are properly carried out and products delivered in a timely manner.
- Establish and maintain efficient and effective follow-up system to pending issues that have been tasked to other offices for action. Maintain and update a table of pending issues of all action-oriented correspondence and distribute to heads of offices on a weekly basis.
- Maintain a database of closed issues that have been tasked to other offices for action.
- Coordinate closely with the Office of SRSG/DSRSG and other substantive offices on follow-up actions by reviewing inputs received from the tasked officers/offices and update the correspondence log accordingly to reflect the most updated information on a daily basis.
- Perform reference searches of all requests received for retrieval of documents and information.
- Perform quality control of the entered data into the correspondence database and maintain an orderly filing.
- Respond or draft responses on behalf of the office to routine correspondence and other communications using standard work processing package.
- Maintain booking sheet for the use of conference room and coordinate with CITS for VTC and internet connections through INeed system.
- In close cooperation with CITS, develop and design applications as per the office's work requirements in COSMOS online platform such as the Correspondence Database and the Blue Folders' Database.
- Assist in overseeing the process of reviewing/filtering/filing/archiving of files on Shared drives of all substantive sections. Provide guidance on organizing the files/folders on local Shared drives according to the Peacekeeping File Classification Scheme in preparation for the migration to COSMOS within the scope of the works on deployment of UN's Electronic Document Management Framework (EDMF).

COMPETENCIES: (at least three competencies Professionalism + two)

- **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; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.
- **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.

QUALIFICATIONS AND EXPERIENCE

Education: High school diploma or equivalent is required.

Experience: At least seven years of progressively responsible experience in the field of administrative services, finance, accounting, audit, human resources or related area.

LANGUAGES:

French and English are the working languages of the UN Secretariat. For this post, fluency in English, Albanian and Serbo-croatian (both oral and written) is required; Knowledge of another UN official language is desirable.

As specified above, internal/external applicants are requested to submit a cover letter referring to [Job Opening No. MIK \(N\) 19-008 2nd issuance](#) along with completed PHP/P11 to the attention of Human Resources Section by mail, fax or email to the following addresses:

P P.O. Box 999,10000 Pristina, Kosovo,
Fax No: +381-38-504604 ext 5848
E-mail to unmik-recruitment@un.org

The UN is an equal opportunity employer and welcomes applications equally from men and women. It is a UN Policy to give full consideration to disabled candidates whose disablement does not militate against the effective performance of the duties of the post.