

UNITED NATIONS



NATIONS UNIES

DO NOT WRITE IN THIS SPACE

**REQUEST FOR CLASSIFICATION AND RECRUITMENT
GENERAL SERVICE AND RELATED CATEGORIES**

DATE RECEIVED: _____

OFFICERS: _____

| | | | |
|---------------------------|--|-----------------------------|----------------------|
| REASON FOR CLASSIFICATION | <input type="checkbox"/> VACANCY ANNOUNCEMENT | POST ENCUMBERED BY | EX INCUMBENT |
| | <input type="checkbox"/> REVISION OF DUTIES | ANTICIPATED DATE OF VACANCY | DURATION OF THE POST |
| | <input type="checkbox"/> BUDGET APPROVAL | | |
| | <input checked="" type="checkbox"/> OTHER (SPECIFY): | | |

| | | | |
|--|-------------------------|-------------------------------|--|
| IDENTIFICATION OF THE POST <i>(USE OFFICIAL NOMENCLATURE)</i> | POST NUMBER Multiple | DUTY STATION Multiple | CURRENT FUNCTIONAL TITLE Claims Assistant |
| 1. DEPARTMENT/SECRETARIAT/OFFICE Field Mission/s | | SECTION | |
| 2. DIVISION/CENTRE | | UNIT | |
| 3. BRANCH/SERVICE | | ST/SGB/ORGANIZATION REFERENCE | OFFICE CODE |

SIGNATURES

(Attach a complete and current organization chart showing the organizational structure of the post being described before obtaining the signature of the incumbent.)

| | |
|--|--|
| <p>1. SUPERVISOR <i>(Certification of correctness of job description)</i></p> <p><i>[Signature]</i> Ali Sartal, OIC/HR Section, UNISFA</p> <p>NAME AND TITLE</p> <p>24/07/2015 DATE</p> | <p>3. EXECUTIVE or ADMINISTRATIVE OFFICER</p> <p><i>[Signature]</i> Amjad Al-Najadi, Administrative Officer, UNISFA</p> <p>NAME AND TITLE</p> <p>24/07/2015 DATE</p> |
| <p>2. CHIEF of SECTION/BRANCH or DIRECTOR <i>(Authorization of approval)</i></p> <p><i>[Signature]</i> Md Abdul Wahab, OIC/MSD & DCMS, UNISFA</p> <p>NAME AND TITLE</p> <p>23/07/2015 DATE</p> | <p>4. INCUMBENT <i>(This is an accurate description of my post)</i></p> <p>NAME AND TITLE</p> <p>DATE</p> |

The signatures confirm the certification as indicated. They do not imply any decision concerning the grade level of the post.

CLASSIFICATION NOTICE - The classification of the post is approved as follows:

| | |
|--|--|
| FUNCTIONAL TITLE Claims Assistant | JOB DESCRIPTION NO. JD/CP215GS |
| OCCUPATIONAL CODE 2.1.02 - Job Code 2371 | CLASSIFICATION LEVEL GS-6 |
| COMMENTS | |
| CLASSIFICATION OFFICER NAME: MA GALLO, HRO, ODCU/FPOS/FPD/DFS | CLASSIFICATION OFFICER NAME: FATIN KANA, HRO, ODCU/FPOS/FPD/DFS |
| CHIEF, ORGANIZATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS NAME: M. MIRMOHAMMAD, CHIEF ODCU/FPOS/FPD/DFS | |
| FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS NAME: CHASTE ABIMANA, CHIEF FPOS/FPD/DFS | Date: 14/9/15 |

SECTION A - To be completed by the incumbent of the post, if any. *(If this section cannot be filled out by the incumbent, it may be completed by the supervisor).*

1. Summary of principal functions.

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centres and Offices as applicable. The Claims Assistant at this level reports to the Claims Officer/Associate Claims Officer. S/he provides support in the efficient management of Claims and Property Survey Unit in the Field Mission and ensures its effective and timely operation.

2. Major duties and responsibilities. Describe in order of importance *what* is done and *how* it is done. Please indicate the approximate percentage of time devoted to each function. %

Prepares and presents cases to the Local Property Survey Board (LPSB) and Claims Review Board (CRB), provides clarifications and information to the Board when requested, and follows up on actions and recommendations made by the committees.

Provides administrative support to the Chairperson of the CRB.

35%

Prepares and disseminates recommendations and approvals of LPSB and CRB or Head of the Mission to concerned parties for actions - follow-up on actions to be taken.

Prepares and reviews Administrative Write-Off (AW) cases and corresponding summaries and supporting documents, verify accuracy and reasonableness while ensuring that UN Rules and Regulations are complied with; Ensures that all documentation is promptly submitted and case files correctly established.

Provides support in management of Claims activities in field missions, ensuring effective and efficient operation.

Reviews and analyzes compensation claims, and documentation received from other sources (Local Police, staff members and/or third party claimants or their lawyers), in connection with loss or damage to property.

Provides support in analyzing documentation concerning loss of life, physical injury and loss/damage to property and records claims by category.

35%

Manages staff-initiated accident and incident reports, relevant security reports and damage discrepancy reports (DDR) for review by LPSB and actively follows up with Security and Transport Section to ensure that reports submitted are accurate and timely.

Reviews, investigates, and collects additional information on third party compensation claims arising from traffic accidents involving UN vehicles and claims arising from UN occupancy of premises to facilitate a determination on the responsibility for the organization.

Maintains contact with Security and Liaison Sections/Vehicle Insurance Companies representatives/third parties and headquarters CRB in connection with Claim cases involving UN properties/members for their discussion and finalization.

25%

Follows-up on cases with third party insurance representatives and relevant Offices as and when required.

Updates Accidents/Incidents database and facilitates the monitoring of any repetitive misconduct.

Arranges on-site visits to resolve discrepancies and contradictions in the evidence or for securing additional information.

Manages and updates the electronic Disposal Module and Galileo Write-Off and Disposal Module databases.

Prepares reports and maintains statistics pertaining claims and write-off cases.

Perform other tasks as required.

5%

3. **Guidelines:** Indicate the rules, regulations, manuals, procedures, precedents, instructions, policies or other guidelines - written or unwritten - which apply to the work; describe the extent to which the incumbent is permitted to *INTERPRET* or *DEVIATE* from guidelines and to propose or establish new guidelines.

The incumbent follows established guidelines for the management of claims (United Nations Rules, Regulations, Administrative Instructions, Manuals and Policy Documents). Standard Operating Procedures also exist at the mission level. Property Management rules for disposal of written-off items must be followed. Deviations from policy/procedure are referred to the Supervisor for guidance, clearance and approval.

4. **Consequence of Work:** Indicate the kind of decisions or recommendations made and how they affect the work of the organizational unit. Describe the consequence of errors.

The job entails significant amount of research and attention to details. Ability to determine priorities, follow directives and use initiative in responding accurately and expediently to all requests is of primary importance to the efficient functioning of the office.

Errors can influence the effectiveness and efficiency of the section/unit resulting in unnecessary delays to the work of others. Misunderstanding, misinterpretation or misapplication of UN Rules and Regulations and Administrative Instructions pertaining to any of the above duties can result in wrong decisions being made on claims which can result in affected parties lodging appeals against the decisions taken and thereby causing further delays due in the processing of claims. Delays of this nature can have negative financial consequences for the Organization and/or individuals involved.

5. **Work Relationships:** Indicate the *purpose*, *level* and *frequency* of contacts both inside and outside the organization.

| TITLE AND LEVEL | PURPOSE AND FREQUENCY |
|---|--|
| Supervisor of the Unit, Chairpersons/members of the LPSB and the LCRB. | To receive instructions on assignments to be undertaken, provide support to the LPSB and LCRB. Daily. |
| Staff members in the Mission Staff of UNHQ including HCRB and HPSB | Share/provide information, coordinate effort and follow up on claims at different stages. As and when required |
| Counterparts in other UN Agencies; Local authorities Loss Adjusters/Insurance Company representatives | For consultation, sharing and requesting for required information As and when required |

6. **Responsibility for the work of others:** Indicate the number, title and level of those for whose work you are responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, approval of leave, performance appraisal, etc.

| NUMBER | TITLE | LEVEL | NATURE OF RESPONSIBILITY |
|--------|-------------------|-------|--|
| 1-3 | Claims Assistants | G4 | Assigns daily tasks, reviews work prior to submission to the Senior Claims Assistant/Claims Officer. |

7. Physical requirements

- (a) Describe the physical requirements of the work, such as lifting x lbs., walking, standing, sitting, etc. Describe how and when these requirements exist and how often per day, week, etc.

The work requires sitting most of the day five days a week during working hours. The incumbent walks to other offices within the compound in order to discuss/clarify claim related matters with colleagues in other Units and outside the compound to share or obtain information from UN Agencies, local authorities and other parties as when required.

- (b) Describe the conditions of the work place, such as work in a machine room where extensive noise occurs, work out of doors in all weather conditions, damages or hazards present in the operation of the equipment or in the workplace.

Works in a normal office environment, sharing space with other colleagues and sharing computers, printers, and photocopiers.

SECTION B - To be completed by the supervisor of the post.

1. Purpose: Describe the overall purpose, objectives, or goals of the post.

Provision of support in the accomplishment of efficient and timely submission of compensation claim cases to the Claims Review Board. The incumbent is responsible for the finalization of claims cases and of the disposal of written-off items. The incumbent collates, reviews and compiles case submissions for presentation to the CAO/LPSB/HPSB or CRB/HCRB.

2. Review over work: Describe the way work is assigned (e.g. specific assignments with related instructions, or continuing responsibility, etc.) and the extent the work is reviewed (whether by the supervisor or others) while in progress or upon completion.

The Supervisor/Claims Officer communicates general approach of the assignments to be undertaken and reviews claim cases prior of submission to the committees.

3. Qualifications required to perform the assigned duties of the post

- (a) Skills/knowledge: Indicate kind of, type and length of training required for the post including skill in equipment operation.

High school diploma or equivalent is required.

- (b) Experience: Indicate the *type* and *length* of practical experience required.

A minimum of Seven (7) years of progressively responsible experience in claims and property survey, legal or paralegal related functions preferably in the United Nations or other international organization.

- (c) Languages required: Identify the languages required and the nature of their use (for example, typing, correction of grammar and punctuation, informal translation).

English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; knowledge of the other is desirable.

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.

N/A



General Service

Job Evaluation System

International Civil Service Commission

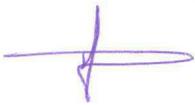
Post Rating Summary

Scoring Base : NMS

| | |
|---------------|----------------------------------|
| Title : | Claims Assistant - Job Code 2371 |
| Post Number : | Multiple |
| CCOG : | 2.1.02 |
| Type : | new |
| Grade : | G6 at the 65th Percentile |
| Points : | 597 |
| Old Grade : | |

Comments :

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Fatin Ishaya Kana




| | | | | | | |
|----------------------------------|----------------------|---------------|---------------|---------------------------|-----------------|--------------------|
| <i>Title :</i> | <i>Post Number :</i> | <i>CCOG :</i> | <i>Type :</i> | <i>Grade :</i> | <i>Points :</i> | <i>Old Grade :</i> |
| Claims Assistant - Job Code 2371 | Multiple | 2.1.02 | new | G6 at the 65th Percentile | 597 | |

Nature of Work (Factors : 4/iii/e)

| <i>Primary Characteristics of Work</i> | <i>Critical Competencies and Behaviours</i> | <i>Measures of Success</i> |
|--|---|----------------------------|
| Specialized process execution | | |

- Focus:** Work involves delivering specialised support activities/processes requiring evaluation, interpretation, adaptation and selection of courses of action from many open alternatives.
- Deliverable:** Programme Support
- Scope:** Either scope and depth moderate, or scope limited and depth substantial, or scope substantial and depth limited.
Issues require considerable interpretation of the subject matter.
Or
Exposure to potentially serious physical/health risks.
- Knowledge/Skills/Expertise:** Knowledge of the fundamental principles, concepts, methodology/standard procedures of an administrative, commercial or technical occupation; and skill/proficiency in applying this knowledge in the provision of expert guidance in the delivery of highly skilled, technical services or performing such assignments as planning and organizing difficult, but well-precedented activities.
Formal technical or para-professional training is typically required supplemented by extensive, progressive responsible experience.

Organizational Environment (Factors : 8/f)

| <i>Primary Characteristics of Work</i> | <i>Critical Competencies and Behaviours</i> | <i>Measures of Success</i> |
|--|---|----------------------------|
| Independent Service Support | | |

- Organizational Context:** Organizational context empowers incumbent with opportunities to make proposals affecting both the design and delivery of specialised processes. Oversight concentrates on result delivery and integrating specialised process support with programme substance.
- Managerial Guidance Received:** Managerial guidance received focuses primarily on the facilitation of process delivery & process impact

Teamwork and Relationships (Factors : 12/j/i)

| <i>Primary Characteristics of Work</i> | <i>Critical Competencies and Behaviours</i> | <i>Measures of Success</i> |
|--|---|----------------------------|
| Specialized Service Delivery | | |

- Engagement:** Seeking mutual understanding of specialized activities or complex issues and enlisting support through the exchange of a variety of information, requiring discussion, clarification and discretion.
- Contacts:** A range of clients, associates, and/or stakeholders in various organizational units including several outside of the organization.
- Languages:** Usage of 1 language

Results (Factors : 16/m)

| <i>Primary Characteristics of Work</i> | <i>Critical Competencies and Behaviours</i> | <i>Measures of Success</i> |
|--|---|----------------------------|
| Process Consistency | | |

- Impact of Actions:** Affect the delivery of several aspects of support services. Work directly influences the output of other organizational entities, impacting on the deliverables of other services.
- Team Roles:** Plays a lead role in the provision of specialized activities which may be performed independently or may involve leading and/or consolidating work performed by others.



General Service

Job Evaluation System

International Civil Service Commission

Post Rating Summary

Scoring Base : NMS

| | |
|---------------|----------------------------------|
| Title : | Claims Assistant - Job Code 2371 |
| Post Number : | Multiple |
| CCOG : | 2.1.02 |
| Type : | new |
| Grade : | G6 at the 18th Percentile |
| Points : | 553 |
| Old Grade : | |

Comments :

A handwritten signature in purple ink, appearing to be "D. Smith".



| Title : | Post Number : | CCOG : | Type : | Grade : | Points : | Old Grade : |
|----------------------------------|---------------|--------|--------|---------------------------|----------|-------------|
| Claims Assistant - Job Code 2371 | Multiple | 2.1.02 | new | G6 at the 18th Percentile | 553 | |

Nature of Work (Factors : 4/iii/d)

| Primary Characteristics of Work | Critical Competencies and Behaviours | Measures of Success |
|---------------------------------|--------------------------------------|---------------------|
| Specialized process execution | | |

- Focus:** Work involves delivering specialised support activities/processes requiring evaluation, interpretation, adaptation and selection of courses of action from many open alternatives.
- Deliverable:** Programme Support
- Scope:** Either scope and depth moderate, or scope limited and depth substantial, or scope substantial and depth limited.
Issues require considerable interpretation of the subject matter.
Or
Exposure to potentially serious physical/health risks.
- Knowledge/Skills/Expertise:** Thorough applied knowledge of all elements of the field of work and awareness of its relation to the organization broadly and/or other entities outside the immediate work unit.
Skill to carry out work involving the operation of specialized equipment, instrument, tools or devices requiring adjustment, calibration or adaptation.
Work requires specialized training and/or experience to resolve a wide variety of interrelated problems.

Organizational Environment (Factors : 8/f)

| Primary Characteristics of Work | Critical Competencies and Behaviours | Measures of Success |
|---------------------------------|--------------------------------------|---------------------|
| Independent Service Support | | |

- Organizational Context:** Organizational context empowers incumbent with opportunities to make proposals affecting both the design and delivery of specialised processes. Oversight concentrates on result delivery and integrating specialised process support with programme substance.
- Managerial Guidance Received:** Managerial guidance received focuses primarily on the facilitation of process delivery & process impact

Teamwork and Relationships (Factors : 12/i/i)

| Primary Characteristics of Work | Critical Competencies and Behaviours | Measures of Success |
|---------------------------------|--------------------------------------|---------------------|
| Consistent Service Delivery | | |

- Engagement:** Seeking mutual understanding of specialized activities or complex issues and enlisting support through the exchange of a variety of information, requiring discussion, clarification and discretion.
- Contacts:** Colleagues in the same organizational unit and associates and immediately served clients in other organizational units and/or outside of the organization.
- Languages:** Usage of 1 language

Results (Factors : 16/m)

| Primary Characteristics of Work | Critical Competencies and Behaviours | Measures of Success |
|---------------------------------|--------------------------------------|---------------------|
| Process Consistency | | |

- Impact of Actions:** Affect the delivery of several aspects of support services. Work directly influences the output of other organizational entities, impacting on the deliverables of other services.
- Team Roles:** Plays a lead role in the provision of specialized activities which may be performed independently or may involve leading and/or consolidating work performed by others.