



**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
1. DEPARTMENT/SECRETARIAT/OFFICE Field Mission/s	SECTION		
2. DIVISION/CENTRE	UNIT		
3. BRANCH/SERVICE Mission Support	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.)

1. SUPERVISOR <i>(Certification of correctness of job description)</i> NAME AND TITLE: G. Lunetta DATE: 18/12/14	3. EXECUTIVE or ADMINISTRATIVE OFFICER NAME AND TITLE: _____ DATE: _____
2. CHIEF of SECTION/BRANCH or DIRECTOR <i>(Authorization of approval)</i> NAME AND TITLE: Md Abdul Wahab, SME DATE: 18/12/14	4. INCUMBENT <i>(This is an accurate description of my post)</i> NAME AND TITLE: _____ DATE: _____

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 Mail Assistant	JOB DESCRIPTION NO. JD/CP006GS
OCCUPATIONAL CODE 2.1.05.f - Job Code 4549	CLASSIFICATION LEVEL GS-3
COMMENTS	
CLASSIFICATION OFFICER NAME: CHRISTOPHER BATEMAN, HRO, ODCU/FPOS/FPD/DFS CHIEF, ORGANIATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS	CLASSIFICATION OFFICER NAME: BRUCE SHEAROUSE, HRO/ODCU/FPOS/FPD/DFS
NAME: MORTEZA MIRMOHAMMAD, CHIEF ODCU/FPD/DFS	
FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS NAME: CHASTE ABIMANA, CHIEF FPOS/FPD/DFS	Date: 12/7/15

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 incumbent at this level usually reports to the Mail and Pouch Supervisor or Senior Mail Assistant although this may vary depending on the structure and size of the mission. S/he processes all pouch dispatch documentation, distribution of interoffice mail, incoming USPS mail, incoming pouch, outgoing mail and overnight express services for the mission.

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. %

Within delegated authority and under the general supervision of the Mail and Pouch Supervisor or Senior Mail Assistant the incumbent carries out the following duties:

- Assists the Security Officer or other assigned staff to x-ray incoming mail and incoming pouches. Maintains log of all mail pieces received from couriers intended for mail and pouch units. 10%
- Counts the number of pieces received, records the quantity in each category, e.g., registered, certified, mail from missions, personal, confidential or other. 10%
- Takes responsibility for the receipt of mail from courier agents, government and foreign missions. 5%
- Delivers special mail and packages weighing up to 35 lbs. Assists in coding, sorting, processing, and looking-up address, where insufficient. 5%
- Compares incoming log sheet against the number of pouches or specials received from couriers, contractors and the government postal service. 5%
- Advises supervisor, security, and courier or contractor immediately, if a pouch or mail item is missing or has been tampered with, or if suspicious packages or other mail is found lying unattended. 5%
- Delivers x-rayed packages to the recipient. Provides guidance to other staff on the proper use of diplomatic pouches or other mail service. 5%
- Opens and inspects parcels intended for forwarding to field offices to ensure compliance with pouch rules. 5%
- Assists unloading containers; assists in x-ray, presorts and delivers mail to specified units, agencies and missions and delivers balance to common sorting area. Processes all outgoing official correspondence, publications and informational material. 5%
- Checks that outgoing mail is official and is dispatched by the most efficient mode. Returns to staff members mail/pouch items deemed to be private in nature. 5%
- Ensures that mail is clearly and correctly addressed. Weighs the mail in order to determine the postage and to frank accordingly. 5%
- Determines whether outgoing mail should be posted or sent through the UN pouch network. Tracks the distribution of all mail, as well as the pouch service. Ensures timely distribution of conference documents. 5%
- Establishes the degree of mail priority based on considerations such as cost effectiveness and schedules. 5%
- Records and calculates the daily postage charges for individual UN offices. Maintains petty cash to pay for surcharges of official incoming correspondence, which do not have sufficient postage. 5%
- Assists in preparation of yearly budget for Registry subunit in relation to pouch, overnight express service, and mail. Answers inquiries with regards to international postal services, and the UN pouch service and regulations. 5%
- Signs the credit memos, and summary of enclosures and Diplomatic Pouch tags. Liaises regularly with postal and courier services to keep abreast of new developments in the industry. 5%
- Operates motor, forklift or other equipment, as needed by unit. Delivers urgent mail/messages. 5%
- Performs other duties as assigned. 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.

- UN Rules and Regulations and Policies
- SOPs
- ST/AIs

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.

Mishandled mail or pouch can result in losses and delays necessitating extra resources to be deployed to track the location of the mail or pouch. Misdirected mail and pouch can end up in the wrong hands comprising the integrity of the mail and pouch service.

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

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Mail Supervisor/Senior Mail Assistant	On daily basis. To update supervisor on mail/pouch activities and to discuss applicable rules and regulations.
Chiefs of Sections/Units in the mission	Frequently, to provide and obtain mail/pouch related information, reports and approvals.
Staff members	Delivering mails
Local Authorities	As required, to provide and obtain mail/pouch related information, reports and approvals.
Post Office/Airlines/Courier service provider	Frequently, to provide and obtain mail/pouch related information, reports and approvals.

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
0-1	Mail Assistant	G1 - G2	Supervision, guidance, training and distribution of assignments

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.

Sits while working from a central location but the work involves walking to other offices within the compound to deliver mail and contact Airlines, Courier and local post offices.

- (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, shares space, computers, printers, and photocopiers with other colleagues.

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

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

Provides timely and accurate distribution of documents and correspondence and maintains accurate records. Takes appropriate action upon receipt of suspicious materials, or upon any discrepancies found.

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.

Work emanates from normal schedule of deadlines to be met - approach to unusual projects is approved by supervisor - end products (e.g., statements and supporting documentation) are reviewed for soundness of conclusions and judgement.

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. Knowledge of mail and pouch, registry operations is desirable.

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

A minimum of two (2) years of progressively responsible of experience in handling mail, pouch, registry operations or related area.

(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

INSTRUCTIONS FOR COMPLETING JOB DESCRIPTION (FORM P.270, GENERAL SERVICE)

General: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark **n.a.** Describe the work and the factors required of the **post** and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

Section A

1. Summarize the major duties to give a quick overview of the post=s activities.

2. Duties and responsibilities

Each post is responsible for generally four or five major duties or functions. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. Terms such as Aassists, Aprepares, Ahandles, or Aparticipates describe relationships but do not actually describe what is done to assist, how something is prepared or handled, or how one participates; therefore, they should be accompanied by an explanation of the Awhat and Ahow of the actual duties.

Keep in mind the outputs or end products (what is produced or what the work leads up to). Present facts, not appraisals or evaluations of the work. The following examples from different posts illustrate explanations of how the work is accomplished.

- a. Processing of communications: 30%
 - (a) Types from draft in final form, in English, French and Spanish either for dispatch or for photo-offset, letters and notes with appropriate documents sent to the Unit for processing. After this, sends to the Ministries of Foreign Affairs, the Permanent Missions, Organizations and special agencies.
 - (b) Proofreads carefully the letters and notes which come from the Printing Section. Retypes the salutations of the notes as well as the addresses of the letters and special agencies where necessary.
- b. Assists in arranging meetings - for Directors= Meeting, Board Meeting, ad hoc meetings: 15%
 - a) Assembles, copies and distributes background papers and agenda (occasionally under own signature).
 - b) Schedules conference rooms.
 - c) Arranges working lunches for the Executive Director with Regional Directors.
 - d) Distributes reports or minutes or meetings.
- c. Recruitment of Experts, consultants, volunteers: 10%
 - 1) Obtains information for completion of recruitment form transmitting draft job descriptions to recruitment service.
 - 2) Completes the request for P.5 to initiate recruitment action and transmit to Administrative Services.
 - 3) Completes Special Service Agreement, giving details of account number, travel, etc.
 - 4) Types submission letters of qualified candidates to Government via the Resident Representative=s Office, upon receipt of nominations.
 - 5) Sends Letters of Welcome and Channels of Communication to experts.

3. Guidelines

Describe the nature of the guidelines by listing them and describe the way they must be used, for example are they followed exactly, are they readily available or must they be searched out, must selection be made from among a number of alternatives.

4. Consequence of work

In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility. Decisions and recommendations made often relate to the choice from among guidelines, but they may also involve decisions or recommendations on what can be done to complete the work before referring to another source. Describe these kinds of choices made. In addition describe the damage that would be caused by errors in making these choices such as loss of time of incumbent, other staff members, or equipment; expenditure of excess funds; or additional work of others.

5. Work Relationships

Include only those contacts which are typical and occurring during the work cycle and indicate how contact is made (personal contact, telephone contact, correspondence).

6. Responsibility for the Work of Others

Be explicit in describing the nature of the responsibility. General terms like "supervise" are not sufficiently descriptive.

Section B

1. Purpose

Provide a brief statement of the overall objective or purpose of the post, such as, provides secretarial support to a recruitment officer.

3. Qualifications Required

This information should refer to the actual requirements of the post rather than the qualifications of an incumbent.

- (a) The kind of training refers to knowledge of general office work or specialized work (such as computer, statistics, accounting). Type of training refers to the method such training would normally be acquired, such as high school, trade school, on the job, etc.
- (b) Experience

Indicate how the experience relates to the job - such as it increases efficiency by allowing faster processing or it provides more in depth familiarity with the exceptions that occur in normal operations.

- (c) Languages

Please describe the way in which languages are used.
