



**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	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> Md Abdul Wahab NAME AND TITLE DATE	3. EXECUTIVE or ADMINISTRATIVE OFFICER Ammar AL-NAJADI, Administrative Officer, UNISFA NAME AND TITLE DATE 27/6/15
2. CHIEF of SECTION/BRANCH or DIRECTOR <i>(Authorization of approval)</i> Md Abdul Wahab NAME AND TITLE DATE 27/06/2015	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 Team Assistant	JOB DESCRIPTION NO. JD/CP076GS
OCCUPATIONAL CODE 2.1.02 - Job Code 6675	CLASSIFICATION LEVEL GS-4
COMMENTS	
CLASSIFICATION OFFICER NAME: Mary-Anne Gallo, HRO/ODCU/FPOS/FPD/DFS	CLASSIFICATION OFFICER NAME: Fatin Ishaya 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: 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 Team Assistant at this level reports to the Senior Administrative Assistant or the Administrative Officer. The Team Assistant is responsible for providing administrative support within the section/office.

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. %

- Performs a wide range of office support and administrative functions. **40**
- Responds or drafts responses to routine correspondence and other communications; uses standard software document processing packages to produce a wide variety of large, complex documents and reports.
- Monitors processes and schedules related to the unit's/sections outputs, products, tasks, etc.
- Assists in researching, compiling and organizing information and reference materials from various sources for reports, work plans, studies, briefings, meetings/conferences, etc.
- Assists in the generation of a variety of reports, work orders, etc., using various databases.
- Assists the supervisor in reviewing documents and edits texts for accuracy, grammar, punctuation and style, and for adherence to established standards for format.

- Screens phone calls and visitors; responds to moderately complex information requests and inquiries (e.g. answers requests requiring file search, etc.), and as necessary, refers inquiries to appropriate personnel for handling. **30**
- Provides secretarial, administrative and logistics support to meetings, boards, committees, conferences, etc.
- Assists in the preparation of presentation materials using appropriate technology/software.
- Maintains calendar/schedules; monitors changes and communicates relevant information to appropriate staff inside and outside the immediate work unit/section.

- Performs data entry functions. **25**
- Reviews, records, distributes and/or processes mail and other documents; follows-up on impending actions.
- Performs general administrative tasks (e.g. leave and attendance recording, arrangements for meetings and other events, reservations, budget follow-up, etc.), to include preparing and/or processing administrative requests/documents (e.g. requisitions, purchase orders, travel requests, contracts, expenditure authorizations, visa applications, etc.).
- Maintains files (both paper and electronic) and databases for work unit/section.
- Operates and maintains a variety of office equipment in the performance of basic office functions, e.g. photocopier, facsimile, printer, scanner, etc.
- Provides guidance to less experienced staff on general office processes and procedures, computer applications, etc.

- 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 Financial Rules and Regulations**
- **Field Administration Manual**
- **Human Resources Manual**
- **Mission SOPs**
- **Administrative Instructions**
- **Information Circulars**
- **UN Correspondence Standard Manual**
- **Relevant 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.

Errors in applying operational policies, rules and regulations would significantly affect the organization's programmes in terms of late or non-delivery of administrative related issues, documents or other services, and its ability to meet commitments. Incorrect application of relevant rules and regulations may result in the financial loss either at the expense of the clients, or of the Organization and will affect the reputation of the Organization.

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

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Administrative Officer, P-4	Provide administrative support and seek guidance and approval as appropriate; daily
Senior/Administrative Assistant, GS-7/ GS-6, GS-5, FS-5 & FS-4	
Mission Staff	Client service and provide administrative advice; daily

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	Administrative/Team Assistants	GS-3	Task and guide unit staff on all matters pertaining to administrative issues.

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, and involves walking to other offices within the compound in order to liaise with other working Units and walking outside the compound to liaise with other UN Agencies, local authorities as and 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.

Work in a normal office environment, sharing the 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.

To provide administrative support across a range of administrative support functions and perform front office tasks which needs more client orientation.

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 the normal schedule of deadlines to be met. The approach to specific tasks is approved by the supervisor. End products are reviewed for accuracy and completeness.

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 three (3) years of experience in administration and general office support 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.

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 "assists", "prepares", "handles", or "participates" 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 "what" and "how" 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**

- (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.