



**Internal/External Vacancy
JORAM/HR/2016/Vac/017**

The Representation of the United Nations High Commissioner for Refugees (UNHCR) in Jordan invites qualified candidates to apply for the following vacancy:

Title: Field Assistant (Information Line)-Temporary Position
Type of Contract: UNOPS

Date of Issue: 16 February 2016
Closure Date : 23 February 2016

Location: Amman – Jordan

- _ Answer incoming calls and transfer calls to concerned officers and/or take messages or provide specific information while demonstrating an understanding to the confidentiality of issues treated. Questions will cover a variety of protection issues including UNHCR's registration, protection and resettlement policies. Enquiries will also include status of individual cases and other questions of general nature which will require the incumbent to check UNHCR database.
- _ Receive and transmit verbal and written messages to appropriate officers/Units and ensure a proper follow-up mechanism to their enquiries;
- _ Record the incoming and outgoing telephone calls and keep a log of all calls received;
- _ Updates Progress database, generates reports and keeps track of frequent callers.
- _ Drafts and type routine correspondence relating to individual cases and;
- _ Performs other duties related to the Field unit activities (reception and home/field visits) as may be required.

Essential qualifications, knowledge and experience:

2.2.2 EDUCATION

- PRIMARY EDUCATION SECONDARY EDUCATION UNIVERSITY DEGREE
 ADVANCED UNIVERSITY DEGREE HIGHEST LEVEL UNIVERSITY DEGREE

DISCIPLINE: Completion of Secondary education or equivalent technical or commercial school with certificate/training in Business Administration, Finance, Office Management , Human Resources or other related field. Minimum 3 years (for secondary education holder) or 4 years (for certificate/training holder) of previous job experience relevant to the function

Managerial Competencies

Analytical Thinking

JOB EXPERIENCE

Previous Job Experience :
Job Experience relevant to the function :

LANGUAGE(S)

- English French Spanish Arabic Russian Chinese
 Other language(s) (*Specify*) : Another relevant UN language and a very good knowledge of the local language

DESIRABLE QUALIFICATIONS & COMPETENCIES (such as UNHCR Learning Programs /Other training / additional languages /Field, HQs experience, etc...)

The incumbent must be highly motivated with strong interest in the humanitarian work, dynamic, energetic with strong personality to manage work pressure. In addition to adaptability, flexibility and capacity to work in a team. Excellent IT skills including word processing and typing skills in English and Arabic and experience in using databases.
Communication skills

Interested applicants should forward detailed UN history form (P-11) with a covering letter in English explaining their interest in the position to the following e-mail:

www.unhcr.jo

Applications received are not acknowledged and only short-listed applicants will be contacted, and engagement is needed immediately.