



UNHCR JOB DESCRIPTION

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

(STANDARD)

PART 1 – IDENTIFICATION OF POST

1.1 POST No. :

1.2 POST TITLE : **Clerk**

POST GRADE: **GS/GL-3**

1.3 LOCATION :

PART 2 – POST REQUIREMENTS

2.1 DESCRIPTION OF RESPONSIBILITIES (Describe the specific tasks/responsibilities assigned to this post. If this is a regional post, please indicate also countries covered)

1. Sorts and prioritizes all incoming correspondence, telexes, reports, etc. and directing to other responsible staff members where necessary;
2. Drafts routine correspondence based on instructions provided by the supervisor or based on background information available on office files;
3. Maintains calendar of appointments and schedules of meetings and travel for the supervisor, performs such clerical tasks as the completion of travel authorization requests, leave request forms, etc.
4. Makes or answers telephone calls for supervisor directing the caller the responsible officer concerned and/or taking messages or providing general information;
5. Provides general secretarial support to visiting staff members; maintains correspondence, reports and confidential files;
6. Maintains chronological file and float file for weekly circulation; ensures a sufficient quantity of office supplies is available;
7. Utilizes office equipment, word processor and telex/sitor machine as requested;
8. Performs other duties as required.

2.2 MINIMUM ESSENTIAL QUALIFICATIONS (to perform work of the post)

2.2.1 COMPETENCIES (List the reference numbers and names of the applicable functional and managerial competencies – CMS booklet provides reference numbers, competency names, definitions and indicators – considered to be particularly relevant and most desirable for appointment to the above post)

<u>Code</u>	<u>Managerial Competencies</u>
1. <input type="checkbox"/> MC01	Strategic Planning
2. <input type="checkbox"/> MC02	Leadership
3. <input type="checkbox"/> MC03	Managing Performance
4. <input type="checkbox"/> MC04	Coaching and Developing Staff
5. <input type="checkbox"/> MC05	Managing Resources
6. <input type="checkbox"/> MC06	Political and Organization Awareness

2.2.2 EDUCATION

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

DISCIPLINE (Please specify):

2.2.3 JOB EXPERIENCE (Indicate the minimum number of years of practical experience required by the post)

Previous Job Experience : 2 years

Job Experience relevant to the function : 2 years

(defined functional competencies):

In an International capacity:

2.2.4 LANGUAGE(S)

Essential to perform work of post (Please refer also to Post Vacancy Notice)

- English French Spanish Arabic Russian Chinese
 Other language(s) (Specify): Very good knowledge of the working language of duty station.

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

Communication skills
Computer skills

PART 3 – JOB ANALYSIS QUESTIONNAIRE

3.1 SUPERVISION EXERCISED (Indicate the post number and grades of classified posts directly supervised by the post, where appropriate) :

Professional :
General Service :
Consultant :
Other (specify) :

3.2 SUPERVISION RECEIVED (Describe the nature and extent of direct or indirect guidance exercised by the supervisor and the degree to which guidelines apply in the performance of the duties of the post)

3.3 WORK RELATIONSHIPS AND CONTACTS (Describe the nature or type of contact related to the post. With whom and for what purpose?)

Within UNHCR (In the case of a Line Manager's post, please indicate also the post number/title of the regional global post indirectly supervised): Contacts with all colleagues.

With EXTERNAL Parties:
Contacts with a variety of persons.

3.4 IMPACT OF WORK (Indicate the level of decision making and the effect of proposals and recommendations made by incumbent of the post. Please indicate also, what are the consequences of errors on the objectives of the Organisation resulting from the decisions, recommendations and proposals made at the level of the post under review.)