



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Vacancy Notice **Internal/External**

Position title: Receptionist/Clerk

Position Grade: LICA 3

Vacancy Number: RSC-20-07

Duty Station: Mashhad

Type of Contract: Service Contract under UNOPS

Interested applicants should directly send their Personal History Forms to email address: irntevac@unhcr.org or refer to below websites:

UN website: www.un.org.ir

UNHCR website: <https://www.unhcr.org/ir/unhcr-iran/>

Closing date: 03 June 2020

Please make sure you will mention the Vacancy Number (RSC-20-07) in the subject line of your email.

Short-listed candidates may be invited for Functional Assessment and/or Written Exam.

Applicants who do not submit the Personal History Form; or do not mention the vacancy number at subject line of their emails; or those who apply after the deadline will not be included in the list of applicants.

Position Requirements:

1- ORGANIZATIONAL CONTEXT

The Receptionist will assist in organizing and coordinating the reception area of UNHCR Office. The incumbent has no supervisory role and will always function under the direct supervision of a (Senior) Associate or an Officer who is required to monitor the performance of the incumbent and provide regular guidance.

The incumbent will have internal contacts within UNHCR with staff members and focal points from different units and with external parties for exchange of information and reception of visitors.

2- FUNCTIONAL STATEMENT

Accountability

- Visitors and persons of concern have a full and fair access to UNHCR staff and services while approaching the reception for different purposes and their privacy is respected.

Responsibility

- Receive, screen and assist visitors/clients and escorts them to responsible officer concerned. Adopt tactful attitude to inform and convince interlocutors to accept unforeseen situations, such as waiting longer than expected, meet with a different officer than expected or accepting the cancellation of an appointment.
- Answer to incoming calls and transfer calls to concerned officer and/or take messages or provide general information, understanding the importance and the confidentiality of the issues treated.
- Receive and transmit verbal and written messages to appropriate officer/office/Unit/Department.
- Record the incoming and outgoing mail and manage internal courier distribution, as appropriate. Register/keep records of visitors/clients, as requested.
- Utilise office equipment (telephone, fax, radio, computer...) when necessary.
- Perform any other clerical duty that may be required.

Authority

- Identify which individuals or groups to be prioritized at the reception based on vulnerability and other criteria specified by the supervisor.
- Decide on information contained in the weekly and daily reports submitted to the supervisor.

3- REQUIRED COMPETENCIES

- *Analytical thinking*
Displays analytical thinking by identifying, defining and analyzing information, situations and problems. Arrives at viable solutions through a variety of approaches: critical thought, methodical review of implications, intuition and rational conclusions.
- *Change capability and adaptability*
Demonstrates flexibility, both intellectually and behaviourally, to adapt to and work effectively in a variety of situations, often under demanding conditions, and to cope with the unforeseen or unexpected. Looks for opportunities presented by change and is not "paralysed" by new and unusual scenarios; creates opportunities to improve the way in which they work.
- *Planning and organizing*
Able to organize self and others to take efficient and effective action over the short, medium and long term.
- *Negotiation and conflict resolution*
Demonstrates the ability to enable the parties involved in a conflict to come to mutually acceptable compromises and a practical solution to the dispute with a focus on maintaining a functioning work environment.
- *Stakeholder management*
The ability to see the fulfillment of UNHCR's mission as part of a United Nations system by building networks of mutual trust with stakeholders in order to maximise results for people of concern.

4- ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED.

- Completion of the Secondary Education.
- Minimum 3 years of previous relevant job experience.
- Fluency in English and working knowledge of another relevant UN language or local language.

5- DESIRABLE QUALIFICATIONS & COMPETENCIES.

- Good computer skills in using various office applications (including Microsoft Word, Excel, Internet Explorer and Access).
- Good knowledge of proGres (HCR database for registration of refugees, returnees and displaced persons).