

TERMS OF REFERENCE

Title:	Administration Senior Assistant
Duty station:	Port-au-Prince, Haiti
Section/Unit:	Haiti Country Office (HTCO)
Contract/Level:	ICS-5, Local ICA
Supervisor:	Head of Supply Chain, NO-C

1. Background Information

UNOPS has been working in Haiti for 18 years with the Haitian Government, other United Nations agencies and international organizations to support them in project management, procurement and logistics services. UNOPS also provides communication and governance support, as well as technical expertise in engineering and infrastructure for the implementation of projects that have a positive impact on the lives of Haitians. Over the past few years, the operation center in Haiti has mainly implemented major infrastructure projects (roads, schools, energy), health-related procurement such as medical equipment and ambulances, and management support to the government.

Job-Specific Information

Under the direct supervision of the Head of Supply Chain and under the overall guidance from the Head of Support Services, the Administration Senior Assistant provides support to office operations performing a variety of standard administrative processes, ensuring high quality and accuracy of work

In accordance with the operational requirements of the Haiti Country Office, the Administration Senior Assistant greets visitors/clients and answers all incoming telephone calls in a professional manner. Within this role, they must know, practice and ensure UNOPS policies and procedures are followed at all times. In addition, they ensure that no critical information is inappropriately divulged to unauthorized parties.

2. Summary of Key Functions

1. Administrative Support
2. Travel and Logistics
3. Front Desk / Receptionist
4. Knowledge Building and Knowledge Sharing

1. Administrative Support

- Researches and retrieves statistical data from internal and external sources; prepares statistical charts, tables and reports, extracting data from various sources.

- Follows up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to the head of unit.
- Assists the Head of Supply Chain and other departments on other secretarial/clerical tasks such as drafting letters, etc.
- Performs other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
- Maintains good relations, correspondence, and word processing. Provides administrative support to all functions within the office as needed.

2. Travel and Logistics

- Processes travel transactions (authorizations and claims) including in OneUNOPS system, requests for visas, identity cards and other documents for all personnel, UN officials, and visitors, ensuring compliance with UN rules and regulations.
- Provides information on air services, rates and travel schedules for specific itineraries. Processes travel claims in OneUNOPS and purchase orders for travel activities, payments, and contracts.
- Organizes shipments, customs clearance arrangements, preparation of documents for UNOPS shipments (received/sent), all necessary documentation, and implementation of follow-up actions.
- Prepares documentation for security clearances, processes hotel reservations, organizes airport pickups, hospitality, protocol, customs and immigration support for visiting UN officials as necessary.
- Provides support with respect to protocol issues and requests for official documentation, focusing on achievement of the following results: Punctual delivery of official protocol certificates; arrangements with UN departments for all issues related to official documentation to be provided to/from international staff, such as visa requirements, work permit, security requirements, health, etc.
- Makes the necessary arrangements with UN departments for official documentation to be provided for import/export or transfer of goods.
- Establishes and maintains efficient working relationships with government ministries.
- Provides accurate and comprehensive information to personnel on the supporting documents needed for themselves and their dependents, and import/export or transfer of goods; updates list of the required documents made available to each personnel/unit.
- Monitors individual sheets to track the status of submitted documentation for each personnel and dependents, ensuring that official documentation matches the announced schedule.
- Ensures accurate information is provided to the individual/unit upon request on administrative steps required and the status of their project file.
- Provides accurate and timely information on processes and pending issues to the concerned individuals/unit.
- Supervises transportation services, including client service, regular vehicle maintenance, insurance, and monitoring of consumption, as required.
- Promptly reports and investigates vehicle accidents, damage, loss or theft of items; updates and maintains vehicle history reports.

- Processes payments for external services.

3. Front Desk (Receptionist)

- Greets and welcomes guests as soon as they arrive at the office.
- Directs visitors to the appropriate person.
- Answers, screens and forwards incoming phone calls.
- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, and brochures).
- Provides basic and accurate information in-person and via phone/email.
- Receives, sorts and distributes daily mail/deliveries .
- Maintains office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Conducts and reports on surveys of office maintenance needs as well as client satisfaction.
- Collects information for administrative surveys in support of the organization of common services.
- Acts as a custodian for management of office stationery supplies including maintenance of stock list of stationery, distribution of stationery as required by staff and keeping a log of distribution.
- Conducts and reports on surveys of office maintenance needs as well as client satisfaction.
- Collects information for administrative surveys in support of the organization of common services.
- Performs any other duties linked to the front desk / reception area inventory.

4. Knowledge Building and Knowledge Sharing

- Supports the organization and delivery of training and learning initiatives for personnel on administration-related topics.
- Provides sound contributions to knowledge networks and communities of practice by synthesizing lessons learnt and dissemination of best practices in administration.
- Provides feedback, ideas, and contributes to internal knowledge about processes and best practices.
- Maintains unit's documentation including records and files, ensuring safekeeping of confidential materials.

3. Qualifications and Experience

Education

- Completion of secondary education is required.
- A first-level university degree (e.g. Bachelor) in Business Administration, Public Administration, or equivalent disciplines is desirable but not required, and may be considered as a substitute for four years of qualifying experience.

Work Experience

- A minimum of five years of relevant experience in administration, operations or other relevant area is required.
- Ability to use Google Suite and handle web-based management systems is required.
- Experience in UN system organizations is an asset.

Languages

- Fluency in French is required.
- Intermediate level of English is required.

4. Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles



Demonstrates understanding of the impact of one's own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts one' own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.

5. Signature

Contract holder (Name/Title)

Signature

Date