

I. Position Information

Position Title: Messenger/Office Assistant
Agency: IFAD
Type of Contract: Service Contract (SC)
Level: SB2-3
Duty Station: Cairo, Egypt
Contract duration: until 31 December 2024
Application deadline: 13 March 2024

II. Organizational Context

Under the overall guidance and supervision of the Administrative Associate, the Messenger/Office Assistant performs tasks that enable the office to run comfortably and efficiently its day-to-day operations. He/she demonstrates a client-oriented approach, high sense of responsibility, courtesy, tact and the ability to work with people of different national and cultural backgrounds.

III. Functions / Key Results Expected

Summary of key functions:

- Perform general administrative and clerical duties
- Maintain records and provide logistical support
- Provide efficient messenger services

1. Provides **efficient messenger/office assistant services** focusing on achievement of the following results:

- Perform general clerical tasks, such as answering and directing phone calls; handling email, faxes, files, photocopying; and coordinating meeting-room calendars.
- Maintain filing system, contacts database, employee lists and inventories ensuring accuracy and validity of information.
- Keep the office clean and organized, especially the kitchen, conference rooms, stockrooms, storage closets, and communal areas.
- Monitor inventory levels of office supplies and place orders when necessary.
- Monitor electricity consumption and recharge the electricity card if necessary.
- Coordinate and organize appointments and meetings and assist in office events planning from logistics to catering.
- Ensure that office equipment like printers, projectors, and video conferencing systems functions properly.
- Coordinate office maintenance tasks by scheduling repairs with the service provider as needed (including but not limited to electricity, plumbing, networks, painting).
- Receive, sort and distribute incoming mail and manage outgoing mail, including packages from various offices on the premises at regular intervals.
- Collect and deliver mail and other materials as required from and to the post office, government agencies and other institutions.
- Prepare material for dispatch such as labeling, inserting material in envelopes and stamping outgoing mail.
- In the absence of the Driver/Admin Assistant, follow up on any outstanding issues that require immediate attention.
- Perform other related duties as requested.

IV. Competencies

Organizational Competencies:

- ☐ Strategic thinking and organizational development: Personal influence.
- ☐ Demonstrating Leadership: Personal leadership and attitude to change.
- ☐ Learning, sharing knowledge and innovating: Continuously seeks to learn, shares knowledge and innovates.
- ☐ Focusing on clients: Focuses on clients.
- ☐ Problem solving and decision making: Demonstrates sound problem solving and decision-making ability.
- ☐ Managing time, resources and information: Manages own time, information and resources effectively.
- ☐ Team Work: Contributes effectively to the team.
- ☐ Communicating and negotiating: Communicates effectively: creates understanding between self and others.
- ☐ Building relationships and partnerships: Builds and maintains effective working relationships.

Functional Competencies:

- ☐ Organizational, planning and prioritizing skills and abilities.
- ☐ Ability to deal patiently and tactfully with visitors.
- ☐ Sense of initiative and good judgment.
- ☐ Ability to work effectively with people of different national and cultural background.
- ☐ Ability to work in a team environment to achieve common goals.

V. Recruitment Qualifications

Education:	Secondary Education is required
Experience:	At least 2 years of relevant experience in an office environment, preferably in an administrative position of which at least one year of direct experience with UN and/or other international organizations.
Language Requirements:	Excellent written and verbal communication skills in English. Working knowledge in Arabic is desirable.

Interested candidates should submit their duly filled P.11 [Form](#) to vacancies.eg@undp.org by **close of business Wednesday 13 March 2024, writing in the subject line the title of the position.**