## I. Position Information

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Messenger/Office Assistant</th>
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<tbody>
<tr>
<td>Agency:</td>
<td>IFAD</td>
</tr>
<tr>
<td>Type of Contract:</td>
<td>Service Contract (SC)</td>
</tr>
<tr>
<td>Level:</td>
<td>SB2-3</td>
</tr>
<tr>
<td>Duty Station:</td>
<td>Cairo, Egypt</td>
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<tr>
<td>Contract duration:</td>
<td>until 31 December 2024</td>
</tr>
<tr>
<td>Application deadline:</td>
<td>13 March 2024</td>
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## 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

<table>
<thead>
<tr>
<th>Education:</th>
<th>Secondary Education is required</th>
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<tbody>
<tr>
<td>Experience:</td>
<td>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.</td>
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<tr>
<td>Language Requirements:</td>
<td>Excellent written and verbal communication skills in English. Working knowledge in Arabic is desirable.</td>
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</tbody>
</table>

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