

**TRUCE SUPERVISION ORGANIZATION****JOB OPENING – INTERNAL / EXTERNAL**

JOB OPENING NUMBER:	18/029
DEADLINE FOR APPLICATION:	03 October 2018
DATE OF ISSUANCE:	18 September 2018
POST TITLE:	Mail Assistant
POST LEVEL:	G-3
POST NUMBERS:	30912468 & Roster
SECTION:	Supply Chain Management Section
DUTY STATION:	Jerusalem

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Responsibilities

Under the overall direction of the Chief Supply Chain Management Officer and the direct supervision of the Supervisor, Mail and Pouch Subunit in the Movement Control Unit, the incumbent will be responsible but not limited to the following duties:

- Responsible for maintaining weekly pouch schedules and Summary of Enclosures for outstations, preparation, signing and verifying pouch contents for all outgoing diplomatic pouches to New York, UNIFIL, UNDOF and the UNTSO outstations in strict compliance with the United Nations rules and regulations governing the diplomatic pouch operations;
- Conducts daily visits to local Post Offices, the Ministry of Foreign Affairs, Customs & Tax Authority, etc. for delivering and collection of correspondence related to tax exemption of all incoming official shipments, visas, note verbales, import permits etc. for the mission and staff members when required; queries and follows-up with ministry/authority staff to resolve issues and relays concerns to Mail Supervisor if unable to resolve issue at lower level.
- Maintains an updated database of all staff in the mission, including deployment and rotation of Military Observers for proper delivery of mail as well as forwarding addresses for all staff separated from the mission;
- Briefs staff members and answers inquiries on the UN Rules and Regulations governing diplomatic mail and pouches, local laws and limitations on the international /local postal services and estimated costs on local postal authorities and courier services regarding mail and shipments;
- Assists the Security Officer or other assigned staff to x-ray incoming mail and incoming pouches.
- Maintains log of all mail pieces received from couriers intended for Mail and Pouch Units.
- Counts the number of pieces received, records the quantity in each category, e.g., registered, certified, mail from missions, personal, confidential or other for statistical purposes.
- Takes responsibility for the receipt of mail from courier agents, government and foreign missions.
- Delivers sensitive and special mail and packages weighing up to 17 kilos.
- Assists in coding, sorting, processing, and looking-up addresses, where insufficient.
- Compares incoming log sheet against the number of pouches or specials received from couriers, contractors and the government postal service.
- Advises the Mail Supervisor, Security Officer, and courier or contractor immediately, if a pouch or mail item is missing or has been tampered with, or if suspicious packages or other mail is found lying unattended.
- Delivers x-rayed packages to the recipient. Provides guidance to other staff on the proper use of diplomatic pouches or other mail service.
- Opens and inspects parcels intended for forwarding to field offices to ensure compliance with pouch rules.
- Assists unloading containers; assists in x-ray, presorts and delivers mail to specified units, agencies and missions and delivers balance to common sorting area.
- Processes all outgoing official correspondence, publications and informational material.
- Checks that outgoing mail is official and is dispatched by the most efficient mode.
- Advises and returns to staff members mail/pouch items deemed to be private in nature.
- Ensures that mail is clearly and correctly addressed. Weighs the mail to determine the postage and to frank accordingly.
- Determines whether outgoing mail should be posted or sent through the UN pouch network. Tracks the distribution of all mail, as well as the pouch service.

- Ensures timely distribution of conference documents.
- Establishes the degree of mail priority based on considerations such as cost effectiveness and schedules.
- Records and calculates the daily postage charges for individual UN offices and arranges for reimbursement from other UN agencies.
- Assists in preparation of yearly budget for Registry subunit in relation to pouch, overnight express service, and mail.
- Verifies the credit memos, and summary of enclosures and Diplomatic Pouch tags. Liaises regularly with postal and courier services to keep abreast of new developments in the industry.
- Operates motor, forklift or other equipment, as needed by unit. Delivers urgent mail/messages.
- Coordinates and works closely with the Mail Supervisor for all functions of the unit.
- Performs other duties as assigned.

Competencies

Professionalism: Knowledge of electronic record keeping and relevant information systems and networks. Ability to undertake research, maintain records in a systematic fashion and to retrieve necessary materials with maximum speed and accuracy. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings. **Planning and organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently. Ability to set priorities and multitask with a high degree of **accuracy** while working independently in a fast-paced environment. **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate problems; keeps clients informed of progress or setbacks in projects; meets timeline or delivery of products and services to client.

Education

High school diploma equivalent is a requirement.

Work Experience

At least two (2) years of practical experience in an office environment is required. Experience in a postal office handling mail, pouch, registry operations or related area would be an asset.

Languages

Fluency in English is a requirement; working knowledge of Hebrew and/or Arabic (read, speak and understand) is desirable.

Other Skills

Knowledge of MS Office applications is required. A driving license valid in Israel and West Bank is required (attach copy to your application). This job also involves lifting multiple loads of up to 17 kilos each.

Assessment Method

Short-listed applicants may be evaluated through a competency-based interview and/or other assessment methods.

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment. Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

SPECIAL NOTE: QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.

APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED

How to Apply to United Nations Truce Supervision Organization (UNTSO) vacancies:

Only applications submitted online will be considered.

The UNTSO Jobs page, <https://untso.unmissions.org/untso-jobs>, will include all Job Openings.

1. To start the application process, applicants must download a [Personal History "P.11"](#) form. **Note:** Any other form of application will not be accepted.
2. Once the download is finished, complete and save your Personal History Form and then e-mail it to the following e-mail address: untso_staffing@un.org.
3. In completing the P.11 form, please note that all fields must be completed accurately to the best of your knowledge.
4. Your application will be screened and evaluated against the requirements as specified in the particular vacancy and your name may be put forward for that specific announcement only.
5. In view of the high volume of applications received, only those applicants who are included in the roster will be notified.
6. Indicate the JO number on the subject heading in your email application. Applications that do not comply to this standard will not be validated.
7. For **internal candidates:** Ensure that your application is scanned to untso_staffing@un.org from your personal or UN email account and include the JO number on the subject heading with a return receipt request. Applications that do not comply to this standard will not be validated.

At your interview

The United Nations' greatest asset is the quality of its staff. To ensure that the very best people join the UN team we use a [competency based interview](#) process. Competency based interviews are also called "behavioral interviews" or "criterion based interviews." Such interviews are based on the concept that past behavior and experience is the best indicator of future performance. In other words, your history tells a story about you: your talents, skills, abilities, knowledge and actual experience in handling a variety of situations.

For more information on competency based interviews, click [here](#).

Applications should be addressed to: Chief Human Resources Officer, UNTSO
Email: untso_staffing@un.org
