

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

VACANCY NUMBER:	19/005
DEADLINE FOR APPLICATION:	07 February 2019
DATE OF ISSUANCE:	24 January 2019
POST TITLE:	Travel Assistant
POST LEVEL:	G-4
POST NUMBERS:	30912007
SECTION:	Human Resources Section (Travel Unit)
DUTY STATION:	Jerusalem

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

Responsibilities

Reporting directly to the Travel Unit supervisor and under the overall direction of the Chief Human Resources Officer, the Travel Assistant will be responsible for but not limited to the following duties:

- Assists in providing efficient and cost-effective routings with regard to more complicated staff itineraries.
- Assists in making travel plans in order to take advantage of advance purchases or special promotional fares.
- Maintains records of all travel authorizations processed and savings accrued to the organization as a result of the cost savings techniques employed.
- Calculates daily subsistence allowance for travel of senior UN staff, mission assignees and appointments, and other UN Staff, taking into account whether meals will be provided, and which stopovers is designated official business or personal. Depending upon actual category of the traveler, prepares travel authorization, calculates all other costs, including excess baggage, terminal expenses, subsistence allowance and travel advance.
- Provides information to staff and consultants on the most direct and economical route and plans routings and itineraries plus the most economical airfare rates for such travel as permitted by the UN rules and regulations.
- Contacts airlines or travel agency to make reservations at least expensive fares and requests issuance of tickets.
- Provides information on rates and travel schedules for specific itineraries. Computes and determines the revised amounts of per diem where there is deviation from original travel plans.
- Coordinate with the defense focal points of the Troop Contributing Countries (TCCs) and Admin Officers at UNTSO outstations to obtain shipment details and documents required to initiate the shipment process.
- Solicits quotation for the collection, packing and dispatch of personal consignments; select a packer and arrange for pre-survey and packing;
- Register shipments in the customer portal of the globally contracted shipping service providers and arrange for packing removal and delivery of the items; track status of shipments and submit requests for customs clearances.
- Verify that the contents of both incoming and outgoing consignments and cargo contain approved/non-prohibited materials only;
- Review and verify invoices from the freight forwarders and certify against established tariff rates.
- Reviews travel claims and supporting documentation for completeness, accuracy and validity, prior to submission to the Finance Section for payment.
- Review open commitments in Umoja and timely liquidate obligations that are no longer required.
- Ensures that Travel and Shipment entitlements are in conformity with UN Rules, Regulations and policies. Refers discrepancies back to Administrative and /or Certifying Officers for clarification and possible correction.
- Generate BI reports and prepare and consolidate status and activity update reports regarding travel and shipments to management.
- Perform other duties as required.

Competencies

Professionalism: Knowledge of international Travel and Cargo policies, processes and procedures. 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. **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies. Identifies priority activities of assignments. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Uses time efficiently. **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. **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 solutions; Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client. **Accountability:** Takes ownership of all responsibilities and honours commitments. Delivers outputs for which one has responsibility within prescribed time, cost and quality standards. Operates in compliance with organizational regulations and rules Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Education

High School certificate. Technical or vocational certificate in the field of business administration or travel and related matters or related fields is an advantage. IATA certification on international Travel and/or Cargo administration is desirable.

Work Experience

At least three (03) years of progressively responsible experience in international Travel and/or Cargo administration, including calculation of travel and shipment related expenses. Knowledge of the operations of the Travel and/or Cargo industry is desirable. Knowledge of Airline Passenger Tariffs and OAG, and familiarity with United Nations Travel and Financial Rules and Regulations and procedures is an advantage.

Languages

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

Other Skills

A valid driver's license in Jerusalem is desirable (**attach a copy of your license**). Experience in the usage of computers and office software packages (MS Word, Excel, etc.) is required. Experience working with an ERP/SAP system is highly desirable.

Assessment Method

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

United Nations Considerations

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

Only applications submitted online will be considered.

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

The UNTSO Jobs page, <https://untsso.unmissions.org/untsso-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. Submit a written cover-page application in addition to your completed and signed Personal History form.
 5. 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.
 6. In view of the high volume of applications received, only those applicants who are included in the roster will be notified.
 7. Indicate the JO number on the subject heading in your email application. Applications that do not comply to this standard will not be validated.
 8. 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.
 9. For **internal candidates and UN staff from agencies**: Attach your latest two ePerformance Reports.
 10. For **external candidates**: Attach your latest two performance appraisal reports if applicable.
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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
