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Deadline For Application: 18.04.15

GLOBAL CALL FOR EXPRESSION OF INTEREST

Office Associate, G-6

Vacancy No. IRC 2824

Organizational Setting

The post is located at FAO Headquarters, Rome, Italy.

Main Purpose

The Office Associate leads and coordinates the office support functions of the Office. He/she ensures the smooth flow of office work and information by setting priorities and organizing the day-to-day work. The job role requires in-depth knowledge and interpretation of office policies, procedures and practices. The incumbent provides procedural guidance to managers and staff in the division/department.

Supervision Received/Exercised

The Office Associate reports to a supervisor. Work is performed with high degree of initiative and independent judgment. Supervision received is focused on facilitating service delivery. The incumbent effectively organizes and supervises other office support staff and provides relevant guidance and training.

Working Relationships

The incumbent maintains a wide range of contacts with managers, staff and counterparts both within and outside the Organization. Work relations may be on a high organizational level, requiring very good communication skills and experienced handling of issues.

Key Functions/Results

- Analyze, manage and monitor a large and diversified volume of complex correspondence and documentation, often of confidential and sensitive nature; ensure appropriate routing, reply, prioritization, accuracy, consistency, informal translation and timeliness; bring complex, sensitive or priority issues to the supervisor's attention;
- Provide information and guidance to staff at all levels within the organizational unit; ensure understanding of intent and deadlines;
- Arrange appointments and duty travels, maintain supervisor's calendar and receive visitors;
- Organize high-level meetings, finalize agendas and invitations, ensure the production and distribution of documentation, take notes and prepare minutes, and follow up on required actions;
- Organize and coordinate the work performed by other office support staff; coordinate activities across the division, including divisional issues, deadlines and other requests;
- Establish internal procedures and tracking systems for correspondence and documents; verify that work is done in accordance with corporate standards; monitor work progress;
- Respond to written inquiries and draft responses to non-routine questions; coordinate responses to sensitive enquiries on behalf of the supervisor;
- Follow up on the preparation of reports, correspondence, briefing notes and other documents; review documents and make changes to their format or style in accordance with standard practices; conduct research and prepare briefing materials for the supervisor; provide informal translations into another official language;

- Evaluate ongoing support requirements of the office, adapt service provision to meet changing needs and solve operational problems as required;
- Ensure the initiation of a variety of transactions in the Organization's computerized administrative systems;
- Perform other duties as required.

Impact of work

The incumbent's work impacts directly on the smooth and efficient operations of the Office. He/she plays a lead role in the coordination and provision of the office support services for the successful achievement of the division/ department's mandate.

MINIMUM REQUIREMENTS - candidates will be assessed against the following:

Education: Secondary School Education

Experience: Five years of relevant experience in office support work

Languages: Working knowledge (Level C) of English and of one of the other FAO languages (Arabic, Chinese, French, Russian or Spanish)

IT Skills: Very good knowledge of the MS Office applications, Internet and office technology equipment

Technical Skills

Thorough knowledge of an Enterprise Resource Planning (ERP) business management software (e.g. Oracle, SAP)

Additional information:

- Candidates may apply from any geographic location.
- It may be noted that if a selected candidate needs to relocate to a location within the commuting distance of FAO, Rome, he/she will have to do so at his/her own expenses. "*Commuting distance*" means the distance within which staff members can travel daily between their place of work and their residence.
- No international benefits will be payable.
- Candidates may be required to undergo a written test.
- Candidates are invited to apply through FAO's iRecruitment system. Click on the link below to access iRecruitment, complete your online profile and apply for the vacancy <http://www.fao.org/employment/irecruitment-access/en/>
- Only applications received through I-Recruitment will be considered. Incomplete applications will not be considered. If you need help, or have queries, please contact: iRecruitment@fao.org.
- Applications received after the closing date will not be accepted.