

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

### **Vacancy Details**

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**Vacancy code:** VA/2015/B5109/6873  
**Post Title:** Receptionist, part-time position  
**Post Level:** L-ICA 4  
**Org Unit:** AEMO/RSPC/European PROGRES  
**Duty Station (DS):** Nis  
**Duration:** 1 year, renewable  
**Closing Date:** 1 March 2015

### **1. Project(s) Background**

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European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of the most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

The final beneficiaries, but also the key stakeholders and financial contributors of this Programme are 34 municipalities from the third and fourth group of development level , which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District
- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District
- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in the Rasinska District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in the Niški District
- Babušnica, Bela Palanka in the Pirotski District
- Knjaževac in the Zaječarski District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

## **Duties and Responsibilities**

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### **2. Purpose and Scope of Assignment**

Under the supervision of Regional Coordinator, the Receptionist will perform reception and administrative support services to the European PROGRES Programme, ensuring high quality of work, accurate, timely and properly recorded/documented service delivery.

The Receptionist works based on a client, quality and results-oriented approach and liaises with Programme personnel so to ensure effective service delivery.

In particular, the Receptionist will perform following tasks:

- Provide front-desk reception duties for the office by welcoming office visitors and directing them to suitable Programme personnel.
- Receive incoming telephone calls and respond to routine inquiries as appropriate or transfer calls to personnel in charge of the file. In the absence of personnel ensure that correct messages are taken.
- Handle incoming and outgoing correspondence including post express, mail, faxes, internal UNOPS Pouch.
- Maintain Registry Database, register and log all incoming and outgoing correspondence ensuring correctness of file reference numbers and immediate distribution to recipients through appropriate channels.
- Receive and keep record of office related bills and send them to responsible units for further processing.
- Prepare weekly schedule of the meeting room, ensure daily review and liaise with concerned personnel about changes in schedule.
- Assist in any ad-hoc duties, arranging of meetings with stakeholders or organization of various Programme events.
- Provide support in maintenance of communication activities' data bases.
- Perform various support tasks such as data-entry, documentation, printing, photocopying and filling duties.
- Take part at office meetings and prepare meeting minutes as required.
- Act as focal point for vehicle keys follow-up and logistics requirements.
- Act as focal point for office stationery and hygienic supplies.
- Maintain transparent and auditable filling system for office documents.

Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

At the request of UNOPS Serbia Project Centre (RSPC) Manager and as may be reasonably required, provide support to RSPC activities in line with the scope of the services of this ToR, in order to promote the common objectives of the RSPC and donors of its projects.

### **Required Selection Criteria**

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**a. Education**

Secondary education is required.

**b. Work Experience**

- Four years of relevant experience in reception and/or administrative duties is required.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc)
- Fluency in written and spoken English required

**c. Key Competencies**

- Demonstrates commitment to UNOPS' mission, vision and values, including cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Focuses on result for the client and responds positively to feedback
- Communication skills
- Team Work and Interpersonal Skills
- Ability to work in multi-tasking environment
- Professional, mature with an attention to detail

### **Submission of Applications**

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Qualified candidates may submit their application, including a letter of interest, Curriculum Vitae and updated United Nations Personal History Form (P.11) to UNOPS via UNOPS Global Personnel Recruitment System at following link:

<https://gprs.unops.org/pages/viewvacancy/VADetails.aspx?id=6873>

**Please note that this is a local post and is open to all nationals of the country of the duty station and to individuals who have a valid work permit.**

### **Additional Considerations**

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- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

For more information on UNOPS, please visit the UNOPS website at [www.unops.org](http://www.unops.org)