



**World Health Organization/Organización Mundial de la Salud
Pan American Sanitary Bureau/Oficina Sanitaria Panamericana**

POST DESCRIPTION

**Job Identification: CCOG 2.1.05.f
Job Profile: J0064**

**Duration of Post: Limited
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
General Services Assistant I	GSN	P18528	G4	Caracas, Venezuela

OBJECTIVE OF THE OFFICE/DEPARTMENT

PAHO Country Offices are responsible for ensuring that the Pan American Health Organization / World Health Organization (PAHO/WHO) country program of technical cooperation and its country presence provides adequate support to the national health development process and, at the same time, enables countries to shape the sub regional, regional, and global health agendas. The PAHO/WHO Country Office is the basic organizational unit for technical cooperation with the countries, drawing on PAHO/WHO resources from all levels and all parts of the Organization.

ORGANIZATIONAL CONTEXT

Within the Office of Administration, the incumbent provides administrative support for the general services operations. Duties involve a variety of support functions of an administrative nature. Although the activities covered are of a wide variety, decision-making is limited to the course of action necessary to complete work assignments. The Supervisor provides general outline of work, which may be reviewed in progress. Majority of work would be reviewed upon completion for accuracy. Guidelines and practices generally apply to assigned tasks but may require limited interpretation in the processing of standard requests for services. Frequent contact is maintained with staff members throughout the Office to provide or collect a variety of information, ensure common understanding, clarify and/or resolve routine administrative matters. External contacts involve the exchange of factual information about work assignments.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the PAHO/WHO Representative, and the direct supervision of the Administrator, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Assist in the coordination, control and monitoring of the implementation, elimination, use and replacement of supplies, as well as the preventive and corrective maintenance of the equipment; Carry out regular inspections ensuring that the facilities are properly equipped and in optimal conditions for use. Assign and supervise the outsourcing activities of the services contracted for the maintenance and security of the office;
- b) Develop, implement and monitor the Annual Operational Plan, in conjunction with staff to identify and meet the needs of the General Services Section, ensuring that all services hired are executed in accordance with the established programs, dates, deadlines and the available resources are optimized;
- c) Under the guidance of the administrator, manage the use of PAHO's fleet of vehicles and the services offered to personnel, transportation goods or equipment and operational support to the office;
- d) Ensure the adequate utilization of official vehicles and drivers' assignments, analyses charts of fuel consumption, mileage, usage, preventive and corrective maintenance, repairs and insurance;
- e) Monitor and hire the insurance services for official vehicles and premises;
- f) Monitor the correct implementation of all security aspects, and the implementation of the UN Security Plan; control and manage the access and exit records of personnel, visitors and suppliers;
- g) Keep inventory of the control records and documents updated and perform physical audit of expendable and non-expendable property. Maintain adequate documentation for the issuance of annual inventory certificate and carry out periodical checks of inventory. Monitor storage space within office premises;
- h) Maintain PMIS inventory records up to date and register in the system entries and disposals;
- i) Elaborate and provide regular reports and statistical information about each activity performed by the Unit;

- j) Under the guidance of the administrator, may be responsible for guiding and supervising outsourced services such as cleaning and security personnel;
- k) Provide logistical support for meetings, courses, seminars, workshops and official events; assist with rental of equipment and transportation, distribution of invitations, working documents; maintain records of equipment use, follow up and register the entrance and exit of equipment and supplies;
- l) Assist in keeping up to date the centralized schedule of technical and administrative events;
- m) Prepare routine correspondence and relevant administrative matters related to assigned responsibilities;
- n) Work as a team member in the absence of other staff members;
- o) Perform other duties as assigned.

KEY BEHAVIORAL COMPETENCIES

Overall attitude at work: Maintains integrity and takes a clear ethical approach and stance; demonstrates commitment to the Organization's mandate and promotes the values of the Organization in daily work and behavior; is accountable for work carried out in line with own role and responsibilities; is respectful towards, and trusted by, colleagues and counterparts.

Teamwork: Collaborate and cooperate with others - Demonstrates team spirit and actively participates in the work of the team; is supportive towards colleagues.

Respecting and valuing individual differences: - Treats everyone with dignity and respect, fostering positive relationships with everyone. Reflects on personal behavior to avoid stereotypes and considers situations from the perspective of others.

Communication: Express oneself clearly when speaking/Write effectively - Clarifies quality and quantity needed in achieving set objectives with supervisor and immediate colleagues. Listens attentively and does not interrupt other speakers. Produces simple and clear written messages with few, if any, grammatical and spelling errors (e.g., e-mails, memos, letters, correspondence).

Knowing and Managing Yourself: Remain productive/Manage stress / Continuously learn - Stays productive when given new directions and remains focused despite competing demands. Manages stress positively; remains positive and productive, even under pressure and/or in challenging circumstances. Identifies areas for acquiring new knowledge and learns new tasks relevant to job.

Producing Results: Work efficiently and independently/Deliver quality results/Take responsibility - Prioritizes work and makes planning/Organizational adjustments as necessary; seeks clarification from supervisor on timelines, as needed. Use feedback and input from supervisor to achieve results. Produces quality results and has frequent discussions with supervisor to achieve results. Is action-oriented and sees tasks through to completion. Shows understanding of own role and responsibilities in relation to expected results. Solicits and accepts direction and guidance from supervisor and team members and takes responsibility for own work and actions, as appropriate. Shows commitment and engagement when completing tasks. Takes responsibility for errors and learns from experience, as appropriate.

TECHNICAL EXPERTISE

- Knowledge of basic procurement contracting principles and terms; ability to interpret rules and regulations.
- Proficiency in the use of computer software in accordance with assigned responsibilities.
- Ability to research, analyze and organize information in order to prepare correspondence and comprehensive status reports on activities, services, etc.
- Ability to organize and carry out administrative processes such as organizing meetings, logistics of events, management of service providers for the procurement of supplies and equipment, preparation of reports, accountability, etc.
- Ability to prepare working translations and write/originate routine and non-routine correspondence and reports in English and Spanish.
- Ability to manage goods, services and inventories.
- Ability to develop work plans and coordinate multi-tasking maintenance and general services teams.

EDUCATION

Essential: Certificate of completion of high school.

Desirable: Training in: Comprehensive Hygiene and Safety, Customer Service, Maintenance of buildings.

EXPERIENCE

Essential: Four (4) years of experience in the General Services area, **or** three (3) years of experience in planning, coordination and control of essential support activities related to general services **or** logistics and one year of college or university level courses towards a declared minor/major in the area of Engineering/Administration.

Desirable: Experience in implementing preventive and corrective maintenance plans would be an advantage.

LANGUAGES

Fluency in Spanish with a basic knowledge of English.

IT SKILLS

Demonstrated ability to effectively use current technology and software, as well as Enterprise Resource Planning (ERP). Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.