



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

POST DESCRIPTION

Job Identification: CCOG 1.A.06.e
Job Profile: J2062

Duration of Post: ☒ **Limited**
☐ **Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Human Resources Specialist, Talent Acquisition	PRFP	P19178	P3	Washington, D.C.

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Human Resources Management (HRM) supports PAHO's mission of working in and with countries towards the improvement of health and quality of life in the countries of the Americas through ensuring consistent application of staff rules and regulations, strategic and innovative human resources practices, programs and services to attract, engage and retain highly qualified, talented staff committed to excellence, mutual respect and trust.

ORGANIZATIONAL CONTEXT

The HR Specialist, Talent Acquisition operates within the Human Resources Management Department, supporting the Organization's mandate by ensuring the timely acquisition of qualified talent and the effective management of recruitment and selection processes. This role contributes to the delivery of strategic workforce planning, talent pipeline development, and compliant hiring practices across headquarters and country offices. Under the guidance of the HR Advisor, the incumbent provides technical expertise in talent acquisition, policy interpretation, and process optimization, ensuring alignment with organizational priorities, staff rules, and international public sector standards. The position plays a key role in strengthening recruitment efficiency, enhancing employer branding, and supporting organizational objectives. The incumbent collaborates closely with hiring managers, technical units, and external partners, including other international organizations, to deliver high-quality recruitment services. Additionally, the role contributes to the oversight of internship and contingent workforce programs, HR systems management, and data-driven reporting to support informed decision-making and continuous improvement within the HR function.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director, Human Resources Management (HRM) and the direct supervision of the Human Resources Advisor, Talent Acquisition (HRM/TA), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

1. Talent Acquisition & Recruitment

- a) Coordinate the end-to-end talent acquisition lifecycle, including sourcing, assessment, interviewing, and selection, in alignment with workforce plans and recruitment strategies.

- b) Manage recruitment operations, including vacancy announcements, candidate evaluations, interview coordination, selection documentation, and reporting, while ensuring consistent application of structured selection practices.
 - c) Contribute to talent attraction initiatives, recruitment guidelines, and continuous improvement of recruitment processes and systems.
- 2. Policy Compliance & Advisory Services**
- d) Provide guidance on the interpretation and application of HR policies, procedures, exceptions, and waivers for staff and non-staff recruitment processes, ensuring consistent, compliant, and equitable practices.
 - e) Analyze policy issues, recommend solutions, and contribute to the development and revision of recruitment and non-staff policies and governance frameworks.
- 3. Selection Administration & Quality Assurance**
- f) Administer and review recruitment and selection to ensure completeness, accuracy, consistency, and compliance prior to approval.
- 4. Reporting, Analytics & HR Systems**
- g) Monitor recruitment and contingent workforce activities through data analysis, statistical reporting, compliance reviews, and HR system (PMIS) quality checks; contribute to system enhancements and process improvements.
- 5. Stakeholder Engagement & Team Leadership**
- h) Supervise assigned personnel by setting priorities, providing guidance, and evaluating performance.
 - i) Build collaborative relationships with hiring managers, interview panels, HR partners, technical units, academic institutions, and external organizations to support recruitment and talent pipeline initiatives.
- 6. Internship & Talent Pipeline Programs**
- j) Coordinate internship and talent pipeline programs, including candidate sourcing, outreach, and partnerships with academic institutions.
- 7. Contingent Workforce Management**
- k) Support the recruitment, administration, compliance, and governance of contingent workers by monitoring hiring practices, reviewing contractual actions, preparing compliance reports, supporting policy implementation, and providing guidance and training to HR partners and hiring managers.
- 8. Other Duties**
- l) Perform other related 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/Deal effectively with conflict - Creates team spirit; promotes collaboration and open communication in the team; proactively supports others; welcomes team responsibilities and drives team results; promotes knowledge sharing in the team. Proactively identifies conflicts and facilitates their resolution in a respectful manner; tactfully resolves conflicts between or with others and takes action to reduce any possible tension; effectively builds a rapport with individuals and teams, establishing good personal and professional relationships, as well as minimizing risk of potential conflict.

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/Listen/Write effectively/Share knowledge - Foresees communication needs of audience and targets message accordingly. Facilitates open communication; encourages others to share their views openly and takes time to understand and consider their views. Writes down ideas in a clear,

structured, logical and credible way; drafts and supports the development of guidelines, policies and procedures. Shares relevant information openly and ensures that the shared information is understood; considers knowledge sharing as a constructive working method and demonstrates awareness of the Organization.

Producing Results: Work efficiently and independently/Deliver quality results/Take responsibility - Prioritizes work, monitors own progress against objectives and adapts plans as required; communicates adjustments as necessary. Acts proactively and stimulates action as needed; handles problems effectively and constructively. Produces high-quality results and workable solutions that meet clients' needs. Works independently to produce new results and sets own timelines effectively and efficiently. Shows awareness of own role and clarifies roles of team members in relation to project's expected results. Make proposals for improving processes as required and take responsibility for own work and/or actions, as necessary. Demonstrates positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learns from experience.

Moving forward in a changing environment: Propose change/Adapt to change - Actively supports Organizational change initiatives and demonstrates personal commitment to them, including when faced with new demands; proposes workable solutions to challenging situations. Engages in positive responses to a changing environment and promotes workable solutions to achieve own and team's results. Welcomes, and actively seeks to apply new ideas, approaches and working methods and technologies to improve own and/or team's work processes and results; demonstrates commitment to Organizational change initiatives.

TECHNICAL EXPERTISE

- Advanced knowledge of end-to-end talent acquisition processes, including sourcing, assessment, and selection methodologies.
- Strong understanding of HR policies, staff rules, and regulatory frameworks, with ability to interpret and apply them.
- Experience in workforce planning and development of strategic recruitment plans aligned with organizational needs.
- Proficiency in competency-based interviewing, assessment tools, and selection panel methodologies.
- Demonstrated ability to analyze and optimize recruitment processes to improve efficiency and reduce time-to-hire.
- Expertise in HR information systems and recruitment platforms, including data management and system integration.
- Strong analytical skills with experience in HR metrics, reporting, and data-driven decision-making.
- Expertise in managing internship and contingent workforce programs, including policy compliance and reporting.
- Ability to develop HR guidelines, standard operating procedures (SOPs), and policy recommendations for talent acquisition and non-staff management.
- Excellent oral and written communication skills, with the ability to build productive relationships with hiring managers, candidates, senior leadership, and cross-functional stakeholders; facilitate interviews, meetings, and recruitment briefings; prepare clear correspondence, reports, and recruitment documentation; and communicate complex HR policies and recruitment strategies in a concise and professional manner.

EDUCATION

Essential: A bachelor's degree in human resources management, psychology, business administration or any other field related to the functions of the post from a recognized university.

Desirable: A master's degree in human resources management or related field would be an asset.

EXPERIENCE

Essential: Seven years of combined national and international experience in human resources management with strong focus on talent acquisition and recruitment, with at least two years' experience in supervising and coordinating work of HR teams.

Desirable: Experience in competency-based interviewing would be an asset.

LANGUAGES

Fluency in English or Spanish with working knowledge of the other language. Knowledge of French and/or Portuguese would be an asset.

IT SKILLS

Demonstrated ability to effectively use current technology and software, as well as Enterprise Resource Planning (ERP). Proficiency in HR Information Systems for recruitment, onboarding and workforce data management. Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.