



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

POST DESCRIPTION

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Human Resources Specialist (Job Classification and Job Architecture)	PRFP	6325	P.3	Washington, DC

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 by 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 *((Describe the work environment, the role of the individual within the team –team member, specialist, advisor, facilitator, coordinator/manager, representative, expert, authority in the field, etc.) available guidelines and degree of independence, nature and purpose of contact within and outside the Organization.*

The incumbent is a member of the HRM Talent Acquisition team, implementing the Biennial Work Plan (BWP), with emphasis on job classification, position management, job architecture, and contributes to the overall strategic initiatives of the Department. He/she plays a key role in strengthening the Organization’s job classification system, developing and maintaining the job architecture framework, and supporting organizational design and workforce planning efforts. Work involves analyzing, evaluating, and classifying positions in accordance with the International Civil Service Commission (ICSC) standards; developing job families and profiles; and contributing to the modernization and digital transformation of HR processes within PAHO. The incumbent exercises initiative, analytical judgment, and discretion, and collaborates with technical units, country offices, and HR partners across the Organization to ensure consistency, transparency, and alignment with organizational objectives.

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:

- a) Manage job classification and reclassification for all personnel, ensuring consistency and applying ICSC standards to ensure internal consistency across entities;
- b) Develop and maintain the Job Architecture framework (job families, profiles, and levels), aligned with PAHO’s strategic priorities;
- c) Conduct job analyses, desk audits, and entity reviews to evaluate organizational structures, staffing patterns, grade levels, and recommend adjustments to promote efficiency and equitable classification outcomes;
- d) Advise managers and HR partners on job design, description writing, and classification standards; provide guidance on the interrelation between job architecture, organizational design, and workforce planning;
- e) Review and update post descriptions for clarity, consistency, and accuracy of technical content and work complexity;
- f) Support organizational design and restructuring through analysis of functional mapping and position management;
- g) Collaborate with the HR Planning and other HRM teams to ensure alignment between job classification, workforce planning, and staffing needs;
- h) Develop and deliver training on job classification and job architecture principles;
- i) Benchmark with other UN agencies to identify best practices in job evaluation, architecture, and digital tools;
- j) Support data integrity and reporting by maintaining accurate classification and job architecture data in the HR systems (PMIS/Workday), and contribute to the development of dashboards and analytics;
- k) Perform other related duties as assigned.

KEY BEHAVIORAL COMPETENCIES *(List and describe, in order of priority, five to seven essential competencies to perform the job)*

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.

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.

Teamwork: Collaborate and cooperate with others - 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.

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 their own role and clarifies roles of team members in relation to the project's expected results. Makes proposals for improving processes as required and takes responsibility for own work and/or actions, as necessary. Demonstrates a positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learn 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 positive responses to a changing environment and promotes workable solutions to achieve their own and team's results. Welcomes, and actively seeks to apply, new ideas, approaches and working methods and technologies in order to improve own and/or team's work processes and results; demonstrates commitment to Organizational change initiatives.

TECHNICAL EXPERTISE

- In-depth knowledge of job classification principles and ICSC job evaluation standards.
- Expert in job design, job architecture frameworks, and organizational development.
- Strong analytical and conceptual skills in reviewing complex organizational structures and staffing patterns.
- Ability to translate HR policies into practical guidance and tools for managers and HR practitioners.
- Proven ability to research, analyze, and synthesize HR data to inform strategic decisions. Experience using AI tools and platforms is an asset.
- Excellent writing, presentation, and advisory skills.

EDUCATION

Essential: A bachelor's degree in human resources management, industrial relations, business or public administration, or another relevant field from a recognized university.

Desirable: An advanced degree (master's) in human resources management, organizational development, or a related field would be an asset.

EXPERIENCE

Essential: Seven years of combined national and international experience in human resources management, with emphasis on job design and job classification.

Desirable: Experience implementing job architecture frameworks and working with ICSC classification standards in the UN common system or similar environments. Experience with the Workday ERP system is desirable.

LANGUAGES

Essential: Fluency of English or Spanish, with a working knowledge of the other language.

Desirable: Knowledge of French and/or Portuguese would be an asset.

IT SKILLS

Demonstrated ability to use enterprise HR systems (e.g. Workday) and standard Microsoft Office applications (Excel, Word, PowerPoint, Outlook, Teams, and SharePoint) are essential. Knowledge of AI and IT information management tools is an asset.