



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

POST DESCRIPTION

**Job Identification: CCOG 2.1.01
Job Profile: J0010**

Duration of Post: Limited
 Indefinite

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Executive Assistant	GSP	5399	G06	San Jose, Costa Rica

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 country/ies, drawing on PAHO/WHO resources from all levels and all parts of the Organization.

ORGANIZATIONAL CONTEXT

Assignments involve senior-level administrative and secretarial support, as well as the organizational and coordinative functions for the Office of the PAHO/WHO Representative (PWR). The incumbent is responsible for the effective and efficient functioning of the PWR office, full confidentiality in all aspects of assignment, maintenance of protocol procedures, management of information flow and follow-up on deadlines and commitments made. He / she is expected to maintain frequent contacts to exchange information with a variety of internal and external sources at all levels, related to clarifying and resolving issues that occur during the performance of work. This includes information on important issues of a sensitive and confidential nature. Work requires judgment and initiative in the application and adaptation of guidelines, which may not be standardized, in order to complete work assignments and to proactively facilitate the work of the supervisor. The incumbent functions with substantial independence in determining the organization of work and establishing work methods.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the PAHO/WHO Representative (PWR), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Arrange appointments and maintain the PAHO/WHO Representative's calendar, receive visitors, place and answer telephone calls, handle confidential and sensitive matters with great discretion; prepare agendas and other material for the Representative for use on official trips or special meetings;
- b) Handle matters of protocol; make arrangements for meetings with high-ranking officials and coordinate meetings organized by the Representative; assist in administrative issues relating to national institutions, host governments interacting with the PAHO/WHO Representative; maintain up-to-date lists of names, addresses and telephone numbers of Ministers, Government Officials, members of the Diplomatic Corps and any other institutions which have contact with the PAHO/WHO Office in the country;
- c) Review all incoming correspondence which require action by the Representative; review for substance, identify urgent matters and ensure that these are handled expeditiously; determine which can be answered by specific Office personnel; gather necessary background documentation for correspondence requiring action by the Representative; make recommendations regarding the appropriate action to be taken; monitor to ensure that deadlines for responses are met;

- follow up with various Office personnel and other organizational components on the submission of reports and correspondence;
- d) Prepare correspondence, reports, email, etc. from general instructions and on own initiative; follow up on pending matters and handle confidential material; process correspondence, presentations, reports and other documents involving the use of technical terminology;
 - e) Brief prospective candidates or new appointees on benefits and conditions of employment; inform staff members on administrative procedures related to official travel, annual leave, sick leave, health insurance benefits and other personnel matters;
 - f) Review all outgoing correspondence requiring the signature of the Representative; proofread for style, punctuation, grammar, spelling and adherence to the Organization's standards and policies; recommend revisions to correspondence and other documents to ensure that they are clear and accurate in content;
 - g) Assist in the preparation of technical presentations, technical reports and articles by reviewing, correcting and/or rewriting texts to improve clarity, conciseness and coherence; prepare and verify the content of tables, graphs, and charts; follow up with staff under the Representative on the submission of reports and correspondence to meet established deadlines;
 - h) Coordinate the secretarial services of the Office, distribute special assignments to other secretaries; review all outgoing correspondence to ensure accuracy, correct spelling and punctuation and ensure conformance to established practices and procedures; brief and train new administrative support staff and provide guidance on office procedures;
 - i) Establish and maintain electronic files and controlled reference material; maintain the confidential files; search files and compile pertinent information as required;
 - j) Perform other administrative functions such as compile background data for preparation of correspondence and/or reports; follow-up on the submission of reports; assemble correspondence for mailing; incoming correspondence and route it to the corresponding staff;
 - k) Organize the PWR's travel plans and make necessary arrangements, including obtaining airline tickets, required visas, hotel reservations, assist with spend authorizations and expense reports; prepare and assemble background materials required by the PWR for duty travel;
 - l) Ensure that the process for the preparation of staff members' yearly performance planning and evaluation is completed, including scheduling of meetings with the PWR;
 - m) Participate in administrative and technical staff meetings; prepare "aide-memoires" of resolutions for distribution; follow up the actions to be taken;
 - n) In close collaboration with the Administrator, assist with and coordinate the HR functions of the Office in respect of all fixed-term and short-term United Nations (UN) positions and positions hired under local conditions of employment (contingent workers); prepare and process contracts for contingent workers (consultants: NPCs, IPCs; local positions through local employment agency, etc.); initiate and/or approve human resources (HR) related actions in the corporate information system;
 - o) Liaise with the employment agency and the Ministry of Health on HR-related matters, including contracts, leave and absences, medical certifications, payroll verification, benefits administration, and payment of subsidies or salary supplements;
 - p) Maintain, update, and monitor personnel records and files, contracts, and key deadlines, ensuring compliance with organizational policies and data protection standards;
 - q) Support international staff with administrative processes related to visas, residence permits, and dependents' documentation, in coordination with relevant authorities and internal offices;
 - r) Follow up on and monitor the Staff Learning and Training Plan, coordinating mandatory and optional training activities, recording participation, and maintaining related files;
 - s) Support the implementation and follow-up of the Office Wellbeing Plan, coordinate activities and initiatives aimed at promoting staff well-being and a healthy, respectful work environment;
 - t) Prepare human resources reports and statistics (staff, contracts, leave, training and wellness) as required by management;
 - u) Participate in the United Nations Human Resources Network, contributing to coordination, information sharing, and harmonization with common UN system practices;
 - v) Serve as HR Partner in the PAHO Management Information System (PMIS), and act as HR focal point for Human Resources matters with HRM at Headquarters;
 - w) 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 other/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.

Knowing and Managing Yourself: Remain productive/Continuously learn - Remains objective and focused even in a "changing and moving" environment; continues to display positive behavior when facing some constraints; keeps challenges in perspective. Seeks all relevant information for decision making from a wide range of sources; quickly learns new competencies and skills that expand role capability; shows rapid understanding of new and/or complex information relevant to job.

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. Demonstrates positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learns from experience.

TECHNICAL EXPERTISE *(List and describe, in order of priority, the abilities required to perform the job).*

- Ability to write/originate all correspondence and reports.
- Ability to prepare working translations.
- Ability to plan, organize, coordinate and carry out administrative processes such as: meetings, personnel matters, budget and expenditure records, and acquisition of supplies.
- Ability to research, analyze and organize information to prepare charts, graphics, reports, etc.
- Ability to organize and monitor protocol arrangements in accordance with established standards.
- Knowledge of human resources practices and procedures combined with the ability to explain policies, regulations, standards and established guidelines which form the basis for personnel decisions and actions.
- Ability to coordinate, monitor and control administrative services affecting several projects and involving the allocation of work, developing/adjusting operational procedures, evaluating priorities, coordinating and supporting internal day-to-day activities, etc.
- Ability to supervise, including skills in planning, organizing, evaluating, problem-solving and decision-making of office management matters.

EDUCATION

Essential: Certificate of completion of high school.

Desirable: Training in business administration would be an asset.

EXPERIENCE

Essential: Six years of general office or administrative work experience, including supervisory responsibilities.

Desirable: Administrative experience working in an international environment -including frequent interaction with high level government, executive and other officials- will be considered an asset.

LANGUAGES

Very good knowledge of Spanish and 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.