



Pan American  
Health  
Organization



World Health  
Organization  
REGIONAL OFFICE FOR THE  
Americas

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

**POST DESCRIPTION**

**Job Identification: CCOG 1.A.09.b  
Job Profile: J2049**

**Duration of Post:**  Limited  
 Indefinite

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Contract Management Specialist	PRFP	6475	P3	Washington, D.C.

**OBJECTIVE OF THE OFFICE/DEPARTMENT**

The Department of General Services Operations (GSO) provides building infrastructure and office logistics services at Headquarters in support of PAHO/WHO programs including general supervision of premises, acquisition and disposal, building facilities and maintenance, management of fixed assets, office supplies and equipment, transportation, insurance, mail room operations, reprographics, coordination of conference facilities and interpreters. GSO also serves as PAHO/WHO security focal point within the UN security system.

**ORGANIZATIONAL CONTEXT**

The Contract Management Specialist provides technical and managerial oversight of complex contracts and operational programs within GSO. The incumbent ensures effective planning, execution, monitoring, and compliance of contracts and service agreements supporting facilities, security, real estate, conference services, and other operational portfolios, while strengthening governance, risk management, and performance monitoring across GSO.

**SUMMARY OF RESPONSIBILITIES**

Under the general supervision of the Director of Administration (AM) and the direct supervision of the Director, GSO, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Lead the end-to-end management of service and works contracts, including planning, performance monitoring, compliance, amendments, and closeout;
- b) Serve as the primary focal point for contract lifecycle management, ensuring alignment with PAHO policies, procurement rules, and financial regulations;
- c) Develop and maintain contract management tools, performance indicators, risk registers, and reporting mechanisms;
- d) Coordinate closely with the procurement, finance, legal and IT departments, as well as technical departments to ensure timely execution and resolution of contract-related and operational issues;
- e) Oversee programmatic delivery of operational initiatives, ensuring that scope, timelines, and budgets are respected;
- f) Support the preparation of TORs, technical evaluations, contract justifications, and management responses to audits;
- g) Monitor contractor performance, validate deliverables, and recommend corrective actions when required;
- h) Provide strategic advice to GSO management on contract strategy, vendor performance, and operational efficiencies;
- i) Contribute to business continuity planning, operational risk mitigation, and process improvements;
- j) Supervise or provide functional guidance to junior staff and temporary resources as applicable;
- k) 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 time lines 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 takes 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 in order to improve own and/or team's work processes and results; demonstrates commitment to Organizational change initiatives.

## **TECHNICAL EXPERTISE**

- Demonstrated knowledge of contract management principles, including solicitation, evaluation, award, administration, performance monitoring, amendments, and close-out of service and construction contracts.
- Ability to manage complex programs and portfolios, including development of work plans, timelines, budgets, deliverables, and performance indicators.
- Proven experience in vendor management, including preparation of technical scopes of work, review of proposals, negotiation support, and monitoring of contractor compliance with contractual terms.
  
- Strong analytical skills to review financial data, budgets, invoices, and accruals; identify variances; and prepare financial and operational reports for management decision-making.
- Ability to develop, implement, and improve operational procedures, templates, and internal controls related to contracts, procurement coordination, and project execution.
- Ability to independently research, analyze, and synthesize technical, financial, and operational information to produce clear reports, dashboards, and recommendations.
- Experience coordinating multi-stakeholder initiatives, including internal technical teams, finance, legal, security, and external vendors, ensuring alignment of roles, timelines, and deliverables.

- Ability to oversee multiple concurrent projects, prioritize competing demands, and ensure deadlines and compliance requirements are met.
- Ability to draft technical documentation, business justifications, contract-related correspondence, and management briefs in English; working knowledge of Spanish desirable.
- Demonstrated ability to exercise sound judgment, manage risk, and escalate issues appropriately in complex operational environments.

## EDUCATION

**Essential:** A bachelor's degree in business administration, public administration, finance, a social science or any other field related to the functions of the post from a recognized university.

**Desirable:** A master's degree in a field related to the functions of the post would be an asset.

## EXPERIENCE

**Essential:** At least seven years of experience in contract management, program management or managing business operations. Demonstrated experience managing complex service contracts and working with multiple stakeholders.

**Desirable:** Experience in an international organization or UN system environment is desirable.

## LANGUAGES

Very good knowledge of 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). Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential. Working knowledge of enterprise systems (e.g., asset management, contract management platforms) and ability to leverage data for program oversight and reporting considered essential.