



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

**POST DESCRIPTION**

**Job Identification: CCOG 1.C.01  
Job Profile: J2050**

**Duration of Post:  Limited  
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Strategic Information & Reporting Specialist	PRFP	P18342	P02	Washington D.C.

**OBJECTIVE OF THE OFFICE/DEPARTMENT**

The RRF special program comprises two funds - Revolving Fund for Access to Vaccines (RF) and Strategic Fund for Public Health Supplies (SF). The special program is designed to facilitate cross-functional integration, collaboration, and optimization of processes and value-added services between the SF and RF, addressing the new and evolving strategic and technical needs of Member States for vaccines and strategic public health supplies. The RF is a technical cooperation mechanism that ensures equitable access to safe, effective, and affordable vaccines through the pooling of vaccine demand from Member States. The SF is a technical cooperation mechanism to improve access to quality-assured, safe, effective, and affordable essential medicines and strategic public health supplies. The RF and SF provide technical cooperation to Member States throughout the supply chain and are central components of PAHO's strategy to move towards Universal Health.

**ORGANIZATIONAL CONTEXT**

The Strategic Information & Reporting Specialist is a member of the Regional Revolving Funds (RRF) team, providing the information solution through business intelligence, ERP integrations, and reporting required to deliver upon RRF's missions. Embedded within a cross-organizational unit tasked with developing and operationalizing the Regional Revolving Funds, the incumbent reports to the Chief, Strategic Fund and works closely with advisors, PRO, FRM, ITS, country offices, and relevant PAHO functional counterparts, as well as external partners to design, implement, maintain, and govern the information and reporting solutions that produce timely visibility across demand, stock, requisition/purchase order and payment pipelines, which ensures trusted analytics and automated reporting are made available to operational teams and senior decision-makers. The Specialist leads data collection, cleansing, and reconciliation processes, defines and enforces master data and quality standards, develops system requirements, and coordinates user acceptance tests (UAT) in collaboration with release validation, working together with ITS and relevant technical teams. In addition to developing executive dashboards, KPI frameworks, and reporting packages, the incumbent supports digitization projects, prepares audit-ready documentation, and provides frontline user training and incident triage. By translating technical data solutions into actionable insight, the incumbent strengthens the RRF's operational responsiveness and strategic decision-making.

**SUMMARY OF RESPONSIBILITIES**

Under the general supervision of the Executive Manager, Special Program, Regional Revolving Funds (RRF), and the direct supervision of the Chief, Strategic Fund for Public Health Supplies (RRF/SF), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Develop, operationalize, and maintain RRF KPIs, BI dashboards, and reports (eg, demand visibility, stock, REQ/PO reconciliation, payments/arrears, price transparency etc), and deliver regular analytical summaries

to inform decision-making and support Monitoring & Evaluations (M&E) in coordination with operations and process teams;

- b) Perform data collection, cleansing, reconciliation, validation, and documentation across PAHO ERP, Member State Portal, PAHO ecosystems, and any relevant external sources, and ensure timely refreshment of data and high data quality;
- c) Define and enforce master-data standards, quality rules, metadata, access controls, and retention requirements, including implementing data-quality monitoring and remediation routines;
- d) Develop digitization requirements, lead user acceptance tests (UAT), document releases, and validate go-live;
- e) Provide frontline platform support and training materials (SOPs, user guides, job aids), triage user incidents, and coordinate technical resolution;
- f) Deliver operational process analytics through demand, procurement process, delivery trend and anomaly detection, and provide executive briefs with actionable recommendations;
- g) Represent RRF analytics capabilities in cross-functional working groups discussions;
- h) 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.** - Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the teams' successes and shortcomings. Identifies conflicts in a timely manner and addresses them as necessary; understands issues from the perspective of others; does not interpret/ attribute conflicts to cultural, geographical or gender issues.

**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/Listen/Shares knowledge** - Quality and quantity of communication targeted at audience. Listens attentively and does not interrupt other speakers. Adapts communication style and written content to ensure they are appropriately and accurately understood by the audience (e.g., power-point presentations, communication strategies, implementation plans). Shares information openly with colleagues and transfers knowledge, as needed.

**Knowing and managing yourself: Manages stress/Invite feedback/Continuously learn** - Remains productive even in an environment where information or direction is not available, and when facing challenges; recovers quickly from setbacks, where necessary. Manages stress positively; remains positive and productive even under pressure; does not transfer stress to others. Seeks feedback to improve knowledge and performance; shows self-awareness when seeking and receiving feedback; uses feedback to improve own performance. Seeks informal and/or formal learning opportunities for personal and professional development; systematically learns new competencies and skills useful for job; takes advantage of learning opportunities to fill competencies and skill gaps.

**Producing Results: Deliver quality results/Take responsibility** - 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. Makes 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** - Suggests and articulates effective and efficient proposals for change as needed when new circumstances arise. Quickly and effectively adapts own work approach in response to new demands and changing priorities. Is open to new ideas, approaches and working methods; adjusts own approach to embrace change initiatives.

## TECHNICAL EXPERTISE

- Advanced Excel, proven BI development lifecycle experience.
- Proven expertise in SQL, ETL/ELT tools and processes, cloud data warehouses/data lakes.
- Strong knowledge of Python or R for advanced analysis and automation.
- Expertise in and understanding of Enterprise Resource Planning (ERP) systems and their role in procurement/administrative workflows, including familiarity with Logistics Management Information System (LMIS) or comparable logistics platforms, reporting framework, and the data flows that underpin them.
- Ability to apply domain knowledge from public-health supply-chain datasets, procurement cycles, and donor reporting requirements.
- Proven capacity to work effectively on multidisciplinary teams, convene technical and administrative partners, and translate technical outputs into operational improvements.
- Practical exposure to public-health supply chains, procurement cycles, quantification tools, and reporting requirements.
- Mature judgement and conceptual skills to synthesize technical and managerial inputs into clear recommendations for senior management.
- Excellent professional writing and oral presentation skills, with experience producing technical briefs, persuasive documents, and presentations for internal and external stakeholders.

## EDUCATION

**Essential:** A bachelor's degree in information systems, data science, engineering, supply chain, business administration or any other field related to the functions of the post, from a recognized university.

**Desirable:** Post-graduate certificate in Data Analytics or Business Intelligence would be an asset.

## EXPERIENCE

**Essential:** Five years of combined national and international experience in collecting, analyzing, and visualizing data, developing BI dashboards, ERP integrations, and operational reports related to major health technology procurement programs. Experience with data governance, master data standards, quality frameworks, metadata management, and role-based access controls.

**Desirable:** Experience in international public-health supply chains, UN/multilateral environments, with prior Workday reporting and cloud data warehouse experience would be an asset.

## LANGUAGES

Very good knowledge of English or Spanish with a 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, spreadsheets and presentations, as well as Enterprise Resource Planning (ERP) and management information systems. Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.