



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 2.1.06
Job Profile: J0088**

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

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Human Resources Technician I (CO)	GSP	.3369	G06	Port-au-Prince, Haiti

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 provide adequate support to the national health development process and, at the same time, enables countries to shape the subregional, regional, and global health agendas. The PAHO/WHO Country Office is the basic organizational unit for technical cooperation with the countries, drawing on PAHO/WHO resources from all levels and all parts of the Organization.

ORGANIZATIONAL CONTEXT.

The position is responsible for providing support to the overall management and implementation of the Office's human resources management functions. The work involves delivering specialized human resources support activities that require the evaluation of information, analysis of options, and selection of appropriate courses of action from established alternatives. The incumbent plays a key role in the delivery of specialized HR services, which may be performed independently or may include coordinating, guiding, and consolidating work carried out by others. The position requires the application of sound judgment and initiative in interpreting, adapting, and implementing PAHO/WHO policies, regulations, rules, procedures, and practices related to human resources management. The incumbent maintains regular working relationships with colleagues within the same organizational unit, as well as with clients and counterparts in other organizational units and external partners, as appropriate. Managerial guidance received is primarily focused on facilitating effective process delivery, ensuring quality service provision, and maximizing the impact of human resources processes.

SUMMARY OF RESPONSIBILITIES

Under the general guidance of the PAHO/WHO Representative, the direct supervision of the Administrator, and in close coordination with Human Resources Management (HRM) at Headquarters, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- Assist and coordinate the recruitment and selection process for fixed-term and short-term United Nations (UN) positions and local positions for hiring under local conditions of employment, including contingent workers; provide guidance to technical staff regarding the proper use of contractual mechanisms; collaborate in the preparation of job descriptions for fixed-term and short-term positions and terms of reference for contingent worker positions; prepare and place local advertisements; conduct screening of applications and interviews of candidates; administer testing; prepare documentation for, and act as Secretary of, local selection committees.
- Initiate and/or approve human resources (HR) related actions in the PASB Management Information System (PMIS) for staff and contingent workers; serve as HR Partner in PMIS and HR focal point for the selection process of locally and internationally recruited positions.
- Prepare and process contracts for contingent workers, including consultants and other personnel hired under local conditions of employment, ensuring compliance with established policies and guidelines; create positions and job requisitions in PMIS, as applicable; prepare estimated costs for contracts; issue contracts; process hiring and termination business processes; register consultants in the accident insurance scheme; monitor and update PMIS

with the status of all contingent worker positions and other personnel contracts; coordinate and process the extension of staff and contingent worker contracts.

- d) Administer the files of contingent workers hired under local conditions of employment; monitor performance and issue salary increases as applicable, based on established practices and procedures; update the corporate personnel information systems with new positions and changes in status, as applicable; monitor the financial billings of the local employment agency; verify costs and submit for payment;
- e) Administer personnel policies and apply regulations, rules and procedures concerning recruitment, appointments, benefits, and other personnel matters including issues related to immunities and privileges as they apply to international staff as well as local labor legislation as it applies to personnel hired under local conditions;
- f) Ensure that the support documentation for the certification of dependents, civil status, education grants and/or any other staff benefits and/or allowances are reviewed and verified;
- g) Ensure that requests for payment of salaries, pension fund documentation, annual verification of dependents, annual leave reports/requests and any other entitlements are prepared and submitted accordingly; coordinate and process the extension of staff and contingent worker contracts;
- h) Maintain all administrative records related to the Office's staff, to include extension of contracts, job description reviews, recruitment of short-term staff under the different contract types of the Organization, as well as preparing the corresponding justifications for the contracts and authorization of payments for contingent workers;
- i) 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;
- j) Collaborate with the Administrator in the development of proposals on staff development plans; collaborate in the training of technical and support personnel; assist in obtaining salary data for local salary surveys and for salary scales for personnel hired under local conditions of employment; monitor and assist in the process of updating local salary scale and pay bands for contingent workers;
- k) Prepare formal notifications to local authorities on the arrival and departure of international staff; handle documentation required by the Ministry of Foreign Affairs and other government agencies; assist staff members in matters related to customs clearance of their personal and household effects, as applicable.
- l) Provide guidance and support to staff regarding the process for initiating and completing the Performance Planning and Evaluation System (PPES) process in PMIS, as needed;
- m) Compose, draft and prepare routine and non-routine correspondence in French and English pertaining to assigned duties, on own initiative or from verbal/written instructions, for signature.
- n) Act as a focal point for Human Resources matters with HRM at Headquarters;
- o) Support the prioritization and timely processing of recruitment and onboarding actions for positions related to emergency response operations in Haiti, ensuring that actions are handled in accordance with PAHO/WHO policies, established procedures, and applicable delegated authority.
- p) 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 discrimination, considering 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

- 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.
- Skills in planning, organizing, problem-solving, and decision-making of office management processes.
- Ability to maintain databases, input data, and prepare reports and documentation including special charts, graphics, and other features.
- Ability to research, analyze and organize information to prepare charts, graphics, reports, etc.
- Ability to plan, organize, coordinate and carry out administrative processes, such as monitoring of human resources processes, maintenance of expenditures records, preparation of budgets, etc.
- Ability to write/originate routine and non-routine correspondence and reports in French and English; working knowledge of Spanish would be an asset.
- Ability to plan, organize, coordinate, and carry out administrative processes such as contract management, recruitment of personnel, preparation of reports, coordinating administrative support services, etc.
- The nature of the business in HR requires sensitivity, confidentiality and respect for all contacts and information processed.

EDUCATION

Essential: Certificate of completion of high school.

EXPERIENCE

Essential: Six years of experience in administrative work, preferably in human resources functions.

LANGUAGES

Fluency in French and Haitian Creole, with working knowledge of English. Working knowledge of Spanish would be an asset.

IT SKILLS

Demonstrated ability to effectively use current technology and software, as well as Enterprise Resource Planning systems. Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.