

 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 2.2.06 Job Profile: J2066		Duration of Post: ☒ Limited ☐ Indefinite		
Title	Category	Position Number	Grade	Duty Station
Advisor, Procurement Operations	PRFP	.0239	P04	Washington, D.C

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Procurement and Supply Management (PRO) provides technical, managerial and strategic guidance for the purchasing and contracting actions of Headquarters, PWRs, and Centers. PRO is responsible for sourcing, vendor relationship management, and procure-to-pay cycle on behalf of PAHO Member States in coordination with and in support of PAHO's technical programs. PRO specifically manages procurement operations for vaccines and other essential health-related products on behalf of Member States constituting a significant share of the overall operations of the Organization. PRO also develops and oversees implementation of the Organization's procurement policies and procedures in order to promote the effective use of the Organization's resources ensuring transparent, ethical and cost-effective procurement in compliance with PAHO rules and regulations.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Procurement and Supply Management Department (PRO), responsible for advising on and coordinating end-to-end procurement operations under the PAHO Regional Revolving Funds mechanisms, with particular focus on procure-to-pay operations and international logistics. The role contributes to PAHO's mission to increase access to quality-assured health technologies by developing, implementing and monitoring strategies and tactics that ensure agile, efficient and quality delivery of key health supplies to participating countries and territories. Working closely with technical departments, Country Offices, suppliers, logistics partners, recipient entities and the organization managing PRO's shared services, and freight forwarders, the incumbent supports operational planning, price estimates, purchase orders, shipment follow-up, claim management and continuous improvement across the delivery cycle. The incumbent promotes operational excellence, service quality, compliance, performance monitoring and effective coordination to strengthen timely and reliable delivery of essential health supplies across the Region.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director of Administration (AM), and the direct Supervision of the Director, Procurement and Supply Management (PRO), the incumbent is responsible for, but not limited to, the following assigned duties:

- a) Lead the Regional Revolving Funds' procurement operations and international logistics, including the development, implementation, and oversight of strategies that ensure agile, efficient, quality, and risk-informed delivery of critical health supplies to participating countries and territories.
- b) Lead, coordinate, and oversee the implementation of strategies to secure the most cost-effective and efficient procurement and transportation of annual shipments of vaccines, medicines, and health supplies to all countries and territories in the Region.
- c) Advise and lead supplier relationship management strategies and strategic initiatives that strengthen Procure-to-Pay (P2P) operations and international logistics performance.
- d) Manage and oversee sourcing activities for assigned product categories to achieve best value for money and support organizational objectives.

- e) Serve as the principal liaison between PAHO and the organizations providing shared business services and freight forwarding services, establishing and overseeing service arrangements that enhance quality, productivity, responsiveness, and efficiency across P2P operations and international logistics.
- f) Identify inefficiencies across upstream and downstream logistics processes managed by governments and partner institutions and develop strategies and initiatives to address operational gaps and improve performance.
- g) Develop and implement a capacity-strengthening roadmap to enhance Member States' capabilities in supply, receipt, delivery, and distribution processes, with particular emphasis on emergency preparedness and response.
- h) Develop, monitor, and continuously enhance operational dashboards, key performance indicators (KPIs), and escalation mechanisms to improve quality, productivity, responsiveness, transparency, and accountability across price estimate, purchase order, delivery, and claims management processes.
- i) Oversee the performance and compliance of procurement and logistics quality management systems, including service levels, transaction volumes, delivery performance, claims resolution, costs, and operational risks; identify improvement opportunities and recommend corrective actions to strengthen service quality and delivery outcomes.
- j) Manage and monitor the transactional and operational workload of procurement activities under the Regional Revolving Funds, including price estimates, purchase orders, follow-up delivery, and claims management, while anticipating demand, workload volumes, operational bottlenecks, and risks that may affect timely delivery.
- k) Lead procurement actions, supplier negotiations and resolutions related to claims management, while leveraging lessons learned to improve operational performance.
- l) Manage procurement activities in accordance with the Organization's rules, regulations, policies, and strategies, including the design and maintenance of effective internal controls and a client-focused procurement management framework.
- m) Advise technical departments and support Member States in the procurement of commodities under the Regional Revolving Funds during emergency situations, ensuring the timely delivery of essential supplies in accordance with the Organization's emergency response framework.
- n) Lead teams supporting P2P and international logistics operations for commodities procured through the Regional Revolving Funds, ensuring coordinated planning, timely transaction processing, effective shipment monitoring, proactive claims management, and high-quality service delivery to participating countries and territories.
- o) Advise requisitioning units and recipient entities on the full spectrum of procurement matters, providing guidance and support throughout all stages of the procurement cycle.
- p) Lead and/or participate in country missions to provide technical cooperation and advisory support to Country Offices, government authorities, and other stakeholders involved in supply chain and procurement management.
- q) Advise Country Offices on procurement and quality management matters related to the Regional Revolving Funds and ensure effective coordination and integration of operational activities across PRO, Technical Areas, and Country Offices.
- r) Identify, establish, promote, maintain, and coordinate interpersonal collaboration across the Organization, WHO-HQ, Ministries of Health, UN agencies, and with other partners to maximize programmatic integration, efficiency and effectiveness of the RRF.
- s) Provide leadership and direction to supervised staff by establishing clear objectives, conducting performance reviews, fostering continuous feedback and communication, and promoting a learning environment that supports professional growth and technical excellence.
- t) 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.

Respecting and valuing individual differences: - Treats everyone with dignity and respect, fostering positive relationships with everyone. Reflects personal behavior to avoid stereotypes and considers situations from the perspective of others.

Teamwork: Collaborate and cooperate with others - Works collaboratively with team members and counterparts to achieve and build rapport; helps others when asked; accepts joint responsibility for the team's successes and shortcomings.

Communication: Write effectively/Share knowledge - 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 - Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs. Aligns projects with Organization's mission and objectives. Consistently solve your own and team problems effectively as needed. Proactively engages in projects and initiatives, accepting demanding goals, in line with Organizational Strategies and Program of Work. Demonstrates accountability for work of a team and sets an example, while explicitly articulating lessons learnt for own and team benefits.

Ensuring effective use of resources: Strategize and set clear objectives/Monitor progress and use resources well - Sets specific, measurable, attainable, realistic and timely objectives for own team and/or the Organization; systematically analyses and anticipates priority projects for own team and allocates necessary resources to achieve them; identifies the cross-Organizational resources needed for large-scale projects in line with key Organizational objectives. Anticipates foreseeable changes and adapts own and team's projects in the face of unforeseen circumstances and/or challenges; creates measures and criteria to monitor progress of overall projects against key Organizational objectives; creates cost-effective solutions for the Organization.

Building and promoting partnerships across the Organization and beyond: Develop networks and partnerships and encourage collaboration - Builds and negotiate strategic partnerships and alliances with a wide range of key stakeholders to ensure Organizational results and success. Creates innovative opportunities for promoting synergies inside and outside the Organization to improve Organizational success.

TECHNICAL EXPERTISE

- Professional competencies and sound knowledge of end-to-end procure-to-pay (P2P) operations, international logistics and delivery management for health supplies and equipment, including pharmaceuticals, vaccines, medical products, laboratory supplies, cold chain equipment and related commodities.
- Strong professional competencies in operational planning, service management, supplier and logistics partner coordination, shared services oversight, performance monitoring and risk management.
- Mature judgment, strong technical, analytical and conceptual skills; demonstrated ability to assess, analyze, synthesize and provide recommendations on key managerial and administrative issues.
- Ability to integrate managerial and administrative inputs into recommendations for decision-making processes; ability to manage multiple issues and tasks in a complex organizational environment.
- Ability to work independently and easily adapt to change; able to take on additional managerial responsibilities when emergencies or disaster situations occur.
- Ability to effectively lead and supervise a team of procurement management resources and provide guidance and support as needed.

EDUCATION

Essential: A bachelor's and a master's degree in business administration, industrial engineering, supply chain, commerce, economics, public administration, or any other field related to the functions of the post from a recognized university.

EXPERIENCE

Essential: Nine years of combined national and international experience in procurement operations, procure-to-pay management, international logistics, delivery management or contracting in either the private or public sector, including supervisory experience.

LANGUAGES

Fluency in 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.