



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 2.1.02.a
Job Profile: J0001

Duration of Post: ☒ Limited
☐ Indefinite

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Administrative Assistant I	GSN	P19337	G04	Caracas, Venezuela

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

ORGANIZATIONAL CONTEXT

The position is responsible for providing a broad range of administrative support functions to the Life Course (HL) unit. Assignments involve non-specialized and some specialized tasks requiring the selection, interpretation and assembly of information and data from several sources in examining problems for which several possible solutions exist, but which are normally covered by established practices. Decisions and recommendations involve the planning and scheduling of services and operations affecting timeliness, accuracy and completeness. The incumbent establishes and maintains frequent contact with staff members throughout the office, as well as external contacts to provide or collect information, ensure common understanding, clarify and/or resolve operational arrangements on issues or services of importance to the Organization. Most functions are performed following established procedures, with guidance from the supervisor for unusual or more complex situations. Work is assessed on the efficiency of services and in accordance with established objectives. The supervisor defines the specific work objectives and provides guidance and supervision as needed.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the PAHO/WHO Representative, PWR/VEN, and the direct supervision of the Advisor, Health Promotion, Life Course and Determinants (DHE/HL), the incumbent is responsible for, but not necessarily limited to the following assigned duties:

- Provide administrative support for the implementation of the program of work for the Health Promotion, Life Course and Determinants unit;
- Provide administrative support to optimize programmatic and budgetary implementation;
- Provide administrative support to the technical advisor in the coordination and follow-up of administrative activities required to support programmatic targets within established timeframes, including budgeting, finance, procurement and travel-related activities;
- Generate standard reports as needed from the PASB Management Information System (PMIS) on project activities, budgetary allocations and expenditures; prepare and follow up on standard administrative actions, using the appropriate established internal mechanisms;
- Assist in the planning, coordination and logistical follow-up of technical activities, including meetings, workshops, training sessions, technical working groups and field missions; coordinate travel arrangements, transportation, venue requirements, participant travel arrangements and entitlements and other administrative requirements; ensure compliance with travel procedures, rules and regulations;

- f) Maintain an organized and updated electronic filing system for correspondence, documents, computer office files and reference materials;
- g) Assist in the preparation, coordination and follow-up of meetings, workshops and technical consultations, including the development of agendas, preparation of supporting documentation, meeting minutes, follow-up of agreements and monitoring of reporting deadlines;
- h) Assist in the processing of low-value procurement actions and provide administrative support to the technical team in the preparation and submission of technical requirements for the acquisition of goods and services; follow up on the delivery of requested goods and services; and assist in the processing of quotations, invoices and supporting documentation required for approvals and payments, in accordance with organizational procedures.
- i) Assist in checking budget availability and compiling resource requirements for the implementation of planned activities; obtain quotations and provide administrative support in the preparation of activity budgets and operational planning, in coordination with the relevant budget and program officer;
- j) Support administrative and logistical coordination with national counterparts, implementing partners, consultants and other stakeholders involved in technical cooperation activities;
- k) Prepare regular correspondence on own initiative or from verbal or written instructions and finalize for signature; review, proofread and recommend revisions to correspondence and other material; ensure that they are clear, accurate in content and according to the Organization's standards and policies;
- l) Provide basic guidance and orientation to staff on established administrative procedures and office guidelines; follow up on administrative/clerical processes and tasks within the office and with other offices within the Organization;
- m) Assist in the compilation of data for the Biennial Work Plan (BWP) and the semiannual program of work;
- n) Work as a team member in the absence of other staff members;
- o) 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 - Demonstrates team spirit and actively participates in the work of the team; is supportive towards colleagues.

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

Communication: Express oneself clearly when speaking/Write effectively - Clarifies quality and quantity needed in achieving set objectives with supervisor and immediate colleagues. Listens attentively and does not interrupt other speakers. Produces simple and clear written messages with few, if any, grammatical and spelling errors (e.g., e-mails, memos, letters, correspondence).

Knowing and Managing Yourself: Remain productive/Manage stress / Continuously learn - Stays productive when given new directions and remains focused despite competing demands. Manages stress positively; remains positive and productive, even under pressure and/or in challenging circumstances. Identifies areas for acquiring new knowledge and learning new tasks relevant to the job.

Producing Results: Work efficiently and independently/Deliver quality results/Take responsibility - Prioritizes work and makes planning/Organizational adjustments as necessary; seeks clarification from supervisor on timelines, as needed. Use feedback and input from supervisor to achieve results. Produces quality results and has frequent discussions with supervisors to achieve results. Is action-oriented and sees tasks through completion. Shows understanding of own role and responsibilities in relation to expected results. Solicits and accepts direction and guidance from supervisor and team members and takes responsibility for own work and actions, as appropriate. Shows commitment and engagement when completing tasks. Take responsibility for errors and learn from experience, as appropriate.

TECHNICAL EXPERTISE

- Word processing in accordance with established standards.
- Proficiency in the use of computer software in accordance with assigned responsibilities.

- Ability to write/originate routine and non-routine correspondence and reports.
- Ability to plan, organize, coordinate and carry out administrative processes such as meetings, preparation of formal publications, budget and expenditures records, acquisition of supplies.
- Ability to research, analyze and organize information to prepare charts, graphics, reports, etc.
- Ability to coordinate and follow up on administrative services supporting multiple activities or projects, including organizing work processes, monitoring administrative actions, supporting prioritization of tasks, and coordinating day-to-day operational activities in accordance with established procedures

EDUCATION

Essential: Certificate of completion of high school.

Desirable: Training in administration or other areas related to administration and operational support.

EXPERIENCE

Essential: Four years of administrative work experience.

Desirable: Experience performing administrative work in international organizations, UN Agencies and NGOs.

LANGUAGES

Fluency in Spanish and working knowledge of 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 Excel, PowerPoint, SharePoint, Visio and Project would be an asset.