

**UNICEF Mexico Country Office  
Temporary Appointment  
Terms of Reference [TOR]**

<b>Post Title</b>	<b>Travel Associate</b>	<b>Post Level</b>	GS-6
<b>Supervisor's title</b>	Administrative Officer	<b>Supervisor's Level</b>	NO-1
<b>Contract duration</b>	364 days	<b>Duty Station</b>	Mexico City, Mexico

**JOB ORGANIZATIONAL CONTEXT AND PURPOSE FOR THE JOB**

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programmes, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfil their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

UNICEF Mexico is a medium-sized Country Office now expanding its operations through the north and south borders embarking on a bigger humanitarian action and response, whereby the needs for supply and human resources have increased and the central team requires additional support to fulfill their objectives and help UNICEF achieve its goals.

The Mexico Country Office has been facing significant changes throughout the last four years of the current Country Programme Document (CPD), especially regarding children and adolescents impacted by the COVID-19 pandemic and the growing demands related to the migratory situation. These challenges need to be addressed by a solid operations team that supports all business areas in delivering for children with quality and efficiency.

The Travel Associate will provide travels support to the UNICEF offices. Coordinate the travel of staff members on authorized travel, including posting of the Travel Authorization. Verifies itineraries, routings and ticket costs. Examines travel claims for accuracy and conformity to authorization prior to final settlement, when required. Travel includes official missions, repatriation, transfer, home leave, family visit, education grant travel, and arrangements for consultants and candidates.

For more information related to the work of our organization in Mexico, please visit our website: [UNICEF Mexico](#) and our latest [Annual Report 2022: Informe Anual 2022 UNICEF México](#)

**KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES AND TASKS**

1. Travel Management
  - a. Responsible for monitoring airline rates submitted by the travel agent. Recommending the most economical and or appropriate route available taking into consideration the official itinerary, UN/UNICEF Regulations as they pertain to the specific travel indicated, preferred carrier agreements as they impact on cost savings within guidelines set forth in the Staff Rules, HR Manual through circulars, or by precedent.
  - b. Analyzes, examines, and follows up on DSA (daily substance allowances). rates are in accordance with ICSC DSA circulars in effect at time of travel' ensures that personal days have not been included in DSA calculations.
  - c. Reviews any additional expenditures which are not part of the original entitlement such as hotel overages, airport taxes, official telephone bills and excess baggage charges to ensure they fall within the guidelines of UNICEF Administrative Rules and Regulations before submitting for payment.
  - d. Requests refunds of cancelled or unused portions of tickets issued from Travel Agent, Airlines, Follows-up on refunds to ensure that all credits due to UNICEF are received in a timely manner.
  - e. Prioritize and manage work activities and time commitments based on business criticality as defined by supervisor.
  - f. Review the travel authorization and approve for payment.
2. TMC (Travel Management Company) Management
  - a. Ensure services are delivered to client groups within the expected Service Level Agreements (SLAs) with accuracy and quality.
  - b. Reviews travel requests to guarantee proper completion. Consults requesting offices for any clarification/ correction. Resolves problems between the TMC and the traveler in cases where there is a conflict between traveler's plans and the authorized entitlements by explaining to the Staff Member the pertinent regulations and rules and by suggesting various alternatives.
  - c. Process and follows up on payment to the TMC.
  - d. Follows up with TMC for periodic reports of the account management as well as to maximize the usage of the TMC for the betterment of UNICEF.
  - e. Reduce deviations from procedure and policies.
  - f. Liaise with TMC for policy compliance and ensure they provide innovative options, prompt response and superior customer service for all UNICEF travelers.
  - g. Works with TMC to negotiate better rates with them and other travel suppliers.
3. Process improvement:
  - a. Works on process improvement to simplify process internally and with the TMC.
4. Service Oriented:
  - a. Respond timely to client transaction status and other inquiries.
  - b. Provide technical -training advice as needed.
5. Escalate inquiries requiring more extensive research.
6. Perform other administrative duties as requested.
7. Invoice Processing
  - a. Responsible for collecting invoices and filing documents for approval and thereafter processing in VISION and other systems.
  - b. Uploads electronic files and verifies results to destination system.
  - c. Responds to client transaction status and other inquiries.

DELIVERABLES / OUTPUT	
<p>- Percentage of requests met; Measure the percentage of travel requests that have been attended within the established time</p> <p>- Accuracy in filling; Verifying the accuracy and completeness of the information, recorded in the travel log excel file.</p> <p>Process improvement proposal and implementation of what is authorized.</p>	
REQUIRED QUALIFICATIONS	
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ Completion of secondary education (i.e. high school certificate) is a minimum requirement.</li> <li>▪ University level courses in Tourism, business administration and travel are desirable.</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>▪ A minimum of six (6) years of relevant work experience in travel industry is required. Making international travel arrangements is an asset.</li> <li>▪ International Travel administration experience is highly desirable.</li> <li>▪ IT skills and working knowledge in the Microsoft Suite of Products (including MS Word, MS Excel &amp; MS PowerPoint) is required.</li> <li>▪ Experience with a development organization is an asset.</li> <li>▪ Developing country work experience and/or familiarity with emergency.</li> <li>▪ Knowledge of UN/UNICEF'S rules, regulations and procedures is considered an asset.</li> <li>▪ Proven ability to organize and prioritize is desirable.</li> <li>▪ Process improvement in travel processes desirable.</li> <li>▪ Experience in UNICEF/UN Travel Units is an asset.</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>▪ Fluency in Spanish</li> <li>▪ Intermediate level of English is required, but complete proficient or fluency is preferred.</li> </ul>
UNICEF VALUES AND COMPETENCY REQUIRED (BASED ON THE UPDATED FRAMEWORK)	
<p>Core values of care, respect, integrity, trust, and accountability.</p> <p>UNICEF competencies required for this post are:</p> <p>(1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others</p> <p><b>(8) Nurtures, and, leads and manages people.</b> (Only staff with supervisory Responsibilities)</p>	

[UNICEF is committed to diversity and inclusion within its workforce](#), and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

We offer a [wide range of benefits to our staff](#), including paid parental leave, breastfeeding breaks, and reasonable accommodation for persons with disabilities. UNICEF strongly encourages the use of flexible working arrangements.

UNICEF has a zero-tolerance policy on conduct incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority, and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.