

UNITED NATIONS CHILDREN'S FUND

GENERAL SERVICE JOB DESCRIPTION FORM

PAT NUMBER: <u>16887</u>	(FOR DHR USE ONLY)
POST TITLE: <u>Receptionist</u>	Standard JD Number: _____
POST LEVEL:	ICSC CCOG Code: _____
EXISTING: <u>GS03</u>	UNICEF Code: _____
PROPOSED: _____	CLASSIFIED LEVEL: _____
	DATE CLASSIFIED: _____

SECTION/DIVISION:

DUTY STATION:

Administrative Services Section

Yangon, Myanmar

SIGNATURES

This is to certify that the contents are correct and complete and that the duties and responsibilities described are required in the organizational unit for the proper accomplishment of the functions.

Kyaw Min Aung, Administrative Assistant
Supervisor Name and Title

(Signature)

Sandar Tin, Administrative Specialist
Head of Unit Name and Title

(Signature)

Emmanuel Ngalaba, Deputy Representative (Operations)
Head of Section Name and Title

(Signature)

Alessandra Dentice, UNICEF Representative to Myanmar
Head of Office Name and Title

(Signature)

DATE PREPARED: 5 July 2022

1. ORGANIZATIONAL SETTING

a) REPORTS TO: (Indicate post - (by job title and level) - to which this position reports.)

Administrative Assistant (GS-5)

b) RESPONSIBILITY FOR WORK OF OTHERS (Indicate the number, title and level for whose work the post is responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, performance appraisal, etc.)

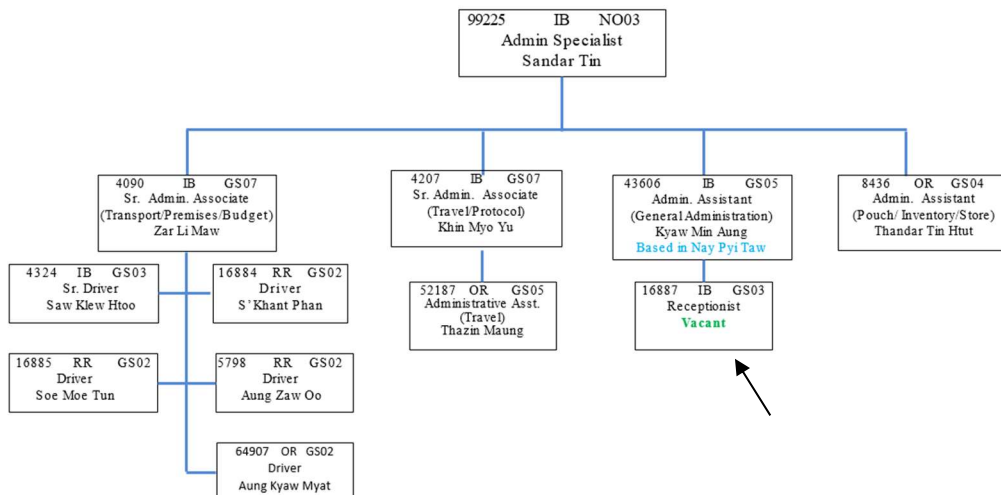
Title _____ Level _____ Number _____ Nature of Responsibility _____

Not applicable

c) ORGANIZATION CHART (Indicate the IMMEDIATE SECTION where the post is located showing the supervisor, subordinates and all other related posts. Note only the officially approved organization chart established in the budget process will be utilized for identification of the post's position within the office structure.)

2. PURPOSE OF THE POST (Describe the purpose of the post)

To provide fast, efficient and easy means of communication between UNICEF staff and Government counterpart departments, and NGOs.



3. MAJOR DUTIES AND RESPONSIBILITIES (Describe in order of importance what it does and how it is done. Do not exceed more than 10-12 major duties. Indicate the percentage of time devoted to each duty or responsibility. Do not include duties of less than 5%.)

Percentage

50%	<p><u>Communication</u></p> <p>1. Operates the telephone switchboard ensuring that all telephone lines are in good working order in collaboration with ICT.</p>
	<p>2. Assists in external telephone connections when requested by staff member. Receives and transfers the incoming calls to staff concerned. Assist the staff in inquiry of Phone numbers.</p>
	<p>3. Assists to make oversea call via VOIP/SAT for Official calls/Conference calls/teleconferencing as requested and register in appropriate records and collates for payment.</p>
	<p>4. Monthly checks all outgoing overseas calls for correctness and collects from respective staff for personal trunk calls.</p>
	<p>5. Distributes personal telephone bills to respective staff for settlement.</p>
	<p>6. Checks and registers incoming/outgoing mails as assigned and ensures that they are distributed speedily and efficiently.</p>
	<p>7. Politely greets and guides visitors, meeting participants to their desired sections/staff and meeting venue, Visitor screening in collaboration with guards.</p>
	<p>8. Ensures updated Intercom list and maintains emergency/essential contact numbers (Internal/External)</p>
30%	<p><u>Admin related matters</u></p> <p>9. Assign office vehicle as per the vehicle requests submitted by staff in the UN Mobility Platform.</p> <p>10. Weekly Update of Office Communication Trees and monthly update of staff contacts.</p>
20%	<p><u>Maintenance (Telephones)</u></p> <p>11. Daily checks the telephones and maintain that they are in good condition.</p>
	<p>12. Communicates with the Posts and Telecommunications Department for necessary repairs (line checking, telephone repairs, switchboard repairs etc.,)</p>
	<p>13. Drafts letters to Posts and Telecommunications Department regarding telephones and telephone installations.</p>

4. WORKING CONDITIONS

(Describe the conditions of the work place, risks or hazards to which the incumbent is exposed, travel requirements, or is it a normal office-based post. Also indicate the extent and frequency of physical requirements of the job, such as lifting heavy loads, or other types of exertion.)

Normal office-based post.

5. IMPACT AND CONSEQUENCE OF ERROR

- (a) Describe the type of decisions or recommendations regularly made and their impact on other persons or the work of the office.

Instructions are precise and routine. No decision making or recommendations are required.

- (b) Describe the most damaging error(s) that could be made in the work and the consequences they would have.

The way the incumbent communicates on the phone and talks to visitors would create a bad image of the office. Negligent action will disturb and interrupt the implementation of office functions.

6. REVIEW OF WORK (Describe the degree of supervision and instruction the post receives from the immediate supervisor, e.g. work assigned with specific instruction and guidance; checked while in progress; or undertaken independently and reviewed upon completion for accuracy or adherence to instructions.)

Work is well planned and precise. But accomplishment of assignment can be reviewed only at the end since the factor of unforeseen circumstances (weather, line availability etc.,) are involved.

7. GUIDELINES

- (a) Indicate which guidelines are required for performing the duties of the post (rules, regulations, policies, procedures, practices, precedents, manuals, instructions, etc.)

UNICEF Admin. Policy on the responsible area
Local Administrative Rules
Telephone Operation Manuals

- (b) Describe the extent to which interpretation of, and deviation from, existing guidelines is permitted and the authority to propose or establish new guidelines.

The duties are routine in nature. However, the incumbent is required to work independently based on situation.

8. WORK RELATIONS

Indicate the purpose, level and frequency of contacts both inside and outside UNICEF for the work to be accomplished.

<u>Title</u>	<u>Purpose</u>	<u>Frequency</u>
<i>Internal</i>		
UNICEF Representative	Communication	Frequent
Deputy Representative (Operations)	Guidance/Instructions	Frequent
Administrative Specialist	Guidance & Supervision	Frequent
All staff in the Office	Communication	Frequent
<i>External</i>		
UN Agencies	Communication	Frequent
Government Officials and Departments	Communication	Frequent

9. QUALIFICATIONS, SKILLS AND ATTRIBUTES required to perform the duties of the post:

a) EDUCATION (Indicate type of education/training required including skill in equipment operation.)

Completion of secondary education is required.

b) WORK EXPERIENCE (Indicate the length and type of practical experience required.)

A minimum of Three years' experience as Receptionist or in a related field. Familiarity with UN system is an asset.

c) LANGUAGES (Indicate the languages required and desirable.)

Fluency in English and Myanmar, both spoken and written.

d) OTHER SKILLS AND ATTRIBUTES (Indicate what other skills and attributes required, such as drafting ability, organizational or analytical skills.)

Good computer skills
 Good oral expression and communication skills
 Polite and matured personality.

a) **COMPETENCIES** (*Indicate what key competencies are required, such as technical skills, communication skills, computer literacy, interpersonal skills, supervisory skills.*)

UNICEF's Core Values of Care, Respect, Integrity, Trust and Accountability (CRITA) underpin everything we do and how we do it. Get acquainted with Our Values Charter: <https://uni.cf/UNICEFValues>

UNICEF competencies required for this post are

- (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.

The functional competencies required for this post are...

- Analyzing [I]
- Learning and Researching [I]
- Planning and Organizing [I]
- Following instructions and Procedures [I]

To view our competency framework, please visit [here](#).

Click [here](#) to learn more about UNICEF's values and competencies.