UNITED NATIONS NATIONS UNIES

United Nations Logistics Base/Global Service Center
Brindisi, Italy

Open to Internal and External Candidates

VACANCY ANNOUNCEMENT

VACANCY ANNOUNCEMENT	**VA-UNLB/GSC-12-13 (004)**
DATE OF ISSUANCE	**10 July 2012**
DEADLINE FOR APPLICATIONS	**23 July 2012**
POST TITLE AND LEVEL	**Mail & Pouch Assistant (GS-5)**
DUTY STATION	**Brindisi**
SECTION/UNIT	**Mail & Pouch Unit/Base Support Service**

DUTIES AND RESPONSIBILITIES

- Is responsible for pouch dispatch documentation, distribution of interoffice mail, incoming mail through special courier service, incoming pouch and outgoing mail materials.
- Prepares tags to identify: destinations, dates, airline carrier, and correct pouch numbers, summary of enclosures for each destination.
- Estimates number of pouches. Prepares daily pouch log reflecting the number of pouches, weights, etc. for scheduled airlines destinations and airlines.
- Tracks the distribution of all mail as well as pouch service.
- Drafts proposals on procedures, and systems of operation.
- Searches for the most efficient routings and schedules based on availability of space, frequency of flights, and pouch schedules.
- Contacts courier representatives, re-mailers when necessary to ensure smooth movement of pouches and mail.
- Assists in the computerization of operations of mail operations.
- Prepares airway bills and related documents for courier pouches and special pouch shipments.
- Prepares computerized records on the details of outgoing material, e.g., sender, addressee, and destination for financial and statistical purposes.
- Compiles, computes and prepares statistics on work carried out by office on weekly basis.
- Revises outgoing pouch worksheets when routing is changed; advises departments involved; drafts letters of instructions to users.
- Ensures that all items received through the incoming pouch for intranshipment, outgoing pouch, and in outgoing mail units, are accurately recorded, official and in compliance with pouch and mail rules, and that respective departments are properly charged.
- Checks and verifies invoices for payment.
- Ensures that items for pouching and mailing are properly sorted to meet departure deadlines and provides special handling for items such as medicines, sensitive equipment, film, and other valuable equipment; advises sender of pouching and mailing procedures and best manner of dispatch.
- Ensures timely distribution of urgent mail.
- Delivers by hand, sensitive and urgent letters to addressee.
- Receives certified mail, registered mail, express mail, courier deliveries and other personal mail; prepares log sheet and forwards to the appropriate offices.
- Signs the summary of enclosures.
- Assists unit supervisor to open and inspect items intended for dispatch to ensure that all are in compliance with pouch and mail regulations.
- Co-ordinates with other supervisors of the units to maintain workflow.
- Carries out daily run to post office located outside the base
- Prepares outgoing faxes and receives and distribute incoming faxes
- Assists staff members in postal services
- Assists supervisor in preparation of budget related issues
- Coordinates and places orders for magazines and journals subscriptions from sections
- Assists in preparation of documents
- Provides training and guidance to section/office focal points for the submission of documents
- Performs general office management functions as required
- Carries out other duties, as required and directed by Admin Officer or Chief Base Support Service

Competencies:

- **Professionalism** – Knowledge of general office procedures, mail and pouch manual, safety and security regulations. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Communication**: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- **Teamwork**: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning& Organizing**: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability**: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity**: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **Client Orientation**: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Commitment to Continuous Learning**: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness**: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

MINIMUM QUALIFICATIONS AND SKILLS

Education: High School diploma or equivalent

Experience: Minimum five years of experience in handling mail, pouch, registry operations or related area.

Language: For the post advertised, fluency in oral and written in English and Italian is required. Knowledge of another official United Nations Language is an advantage.

The United Nations is an Equal Opportunity Employer. In an effort to improve the gender balance within the organization, female candidate are strongly encouraged to apply.

Interested candidates who possess the relevant qualifications and experience, and are either EU nationals or possess the right to live and work in the EU, should submit an up-to-date UN Personal History Form (P.11) quoting **Vacancy Announcement No. UNLB/GSC-12-13(004)** by email only to: personnel@unlb.org.

Please indicate VA-UNLB/GSC-12-13(004) in the subject line of your e-mail.

APPLICATIONS MUST BE RECEIVED BY THE DEADLINE: 23 JULY 2012