LOCAL RECRUITMENT
Kuala Lumpur, Malaysia

VACANCY ANNOUNCEMENT

RECEPTIONIST AND OFFICE ASSISTANT (PSA)

Organizational Unit : United Nations University International Institute for Global Health (UNU-IIGH)

Reference Number : 2018/UNU/IIGH/PSA/ROA/65

Applications to : By Post:
United Nations University - International Institute for Global Health (UNU-IIGH)
HUKM Complex
Jalan Yaacob Latiff, Bandar Tun Razak,
56000 Cheras, Kuala Lumpur, MALAYSIA.

By Email: recruit.iigh@unu.edu

Closing Date : Open until vacancy is filled

About United Nations University:

For the past four decades, UNU has been a go-to think tank for impartial research on the pressing global problems of human survival, conflict prevention, development, and welfare. With more than 400 researchers in 13 countries, UNU’s work spans the full breadth of the 17 SDGs, generating policy-relevant knowledge to effect positive global change. UNU maintains more than 200 collaborations with UN agencies and leading universities and research institutions across the globe. For more information, please visit http://unu.edu.

United Nations University - International Institute for Global Health:

UNU-IIGH is one of 14 research and training centres that comprise the UNU system. As a UN think tank, the mission of UNU-IIGH is to build knowledge and capacity for decision-making by UN agencies, programmes and member states about global health issues. The aim is to contribute to the development and strengthening of health services policy frameworks and management actions, particularly for people in developing countries, and to support implementation of promotive and preventive approaches to human health. The UNU-IIGH’s research and capacity building in global health relates specifically to informing the policy debates and directions that ensure that in keeping with the Sustainable Development Goals (SDGs) “no one is left behind”.

We are looking for outstanding individuals with a strong commitment to customer service and the potential to bring a significant contribution to the worldwide expansion of UNU’s operations.

For more information please visit http://iigh.unu.edu
Responsibilities:

This position presents the public face of UNU-IIGH through initial responses to enquiries and engagement with external stakeholders. Under the authority and guidance of the Director of UNU-IIGH and working under the direct supervision from the Finance and Administrative Officer, the Receptionist and Office Assistant performs the following:

1. Ensure the provision of front-desk service as receptionist; including monitoring and helping all visitors to the office and where appropriate providing accurate information pertaining to UNU-IIGH.

2. Responsible for all telephone communication services including
   - Carrying out appropriate and proper operation, management of the telephone switchboard and lines;
   - Screens phone calls and visitors; responds to moderately complex information requests and inquiries (e.g. answers requests requiring file search, etc.), and as necessary, refers inquiries to appropriate personnel;
   - Maintenance of recording information in the system, solution of minor technical problems, and reporting to telephone service provider for regular maintenance and repair;
   - Update list of contact and addresses of Government Ministries, International Organizations, Embassies, and NGOs and other important contacts;
   - Keeping and updating UNU staff and other contacts, such as telephone directory information is correct and accurate at all times;

3. Performs a wide range of general support and administrative functions including
   - Provide secretarial, administrative and logistic support for regular meetings, group meetings, conferences, workshops, seminars including updating database, social media updates;
   - Coordinates shipment arrangements of dispatch services for documents and parcel by courier or POSLAJU services. Occasional visit to the Post Office is necessary as well.
   - Pick up letter/bills/document/parcel from TELECAR/MEL ROOM at PPUKM office;
   - Reviews, records, routes and/or processes mail or other documents; gathers pertinent background material; tracks and monitors follow-up action as required;
   - Performs a variety of administrative duty such as office supply and equipment orders.

4. Supporting knowledge building and knowledge sharing by maintaining and being responsible for the Resource Centre, including
   - Update the publication record of all the books, book chapter, report, conference proceedings, journal articles, conference publication, thesis and serial publications, where possible using electronic formats; handles arrangement for printing and translation as necessary;
   - Make arrangement for books purchases as required by the Institute Director, Research Fellows, Post-Doctoral Fellows and students from authorized suppliers or dealers.

5. Performs other duties as assigned within the scope of the Office Assistant.
Work implies frequent interaction with the following:

- Staff in related organizational units across UNU and other UN agencies.
- Visitors and representatives from Permanent Missions, UN Common System and other international organizations, NGOs, etc.

**Required Qualifications and Experience:**

- Completion of Secondary Education.
- At least 2 or 3 years of progressively responsible experience in related area.
- Past work experience preferably in an international organisation is desirable.
- Competence in Microsoft software application and in handling web-based management system.
- Excellent communication skills with fluency in spoken and written English. Knowledge of a second United Nations official language is an advantage.
- Good team player with strong interpersonal skills demonstrated by the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

**Remuneration:**

Remuneration will commensurate with qualification and relevant work experience and responsibility of candidate.

**Duration of contract:**

This is a full-time employment on an annual Personnel Service Agreement (PSA) with the United Nations University, with strong possibility for contract renewal subject to satisfactory work performance. The total duration of such appointment will not exceed six (6) years.

This is a locally recruited post and no relocation allowance applies. The post is limited to a person residing in Malaysia. The successful candidates will be employed under a local contract and will not hold international civil servant status nor be a ‘staff member’ as defined in the UN Staff Rules and Regulations. Suitably qualified women applicants are particularly encouraged to apply.

**Starting date:** As soon as possible.

**Application Procedure:**

Interested applicants should submit their applications, preferably by e-mail, and must include the following:

- a cover letter setting out how the qualifications and experience match the requirements of the position;
- a curriculum vitae with a completed and signed UN University Personal History form downloadable from UN University website at [http://unu.edu/about/hr/employment](http://unu.edu/about/hr/employment) Please avoid using similar forms provided by other United Nations organizations
- full contact information of three referees and;
- the application shall indicate the reference number (2018/UNU/IIGH/PSA/ROA/65) of the vacancy announcement

Please note that only short-listed candidates will be notified.