LOCAL RECRUITMENT
Kuala Lumpur, Malaysia

VACANCY ANNOUNCEMENT

Receptionist and Office Assistant (GS 4)

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

Reference Number: 2019/UNU/IIGH/FTA/ROA/00141439

Applications to: recruit.iigh@unu.edu

Closing Date: 22 April 2019

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 high quality outputs, efficiency and customer service, to bring a significant contribution to the international expansion of the UNU-IIGH’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 leadership of the Director of UNU-IIGH, the Receptionist and Office Assistant performs the following:

1. Ensure the provision of front-desk service as receptionist; including monitoring of movements of staff; receiving 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 contacts and addresses of Government Ministries, International Organizations, Embassies, and NGOs and other UNU-IIGH stakeholders;
   • 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 parcels by courier or POSLAJU services. Occasional visit to the Post Office is necessary as well.
   • Pick up receives letter/bills/document/parcels from mail and courier services;
   • 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 inventory checks, acquisition of office supplies and equipment orders.
   • Provide administrative and technical support to staff as required.

4. Supporting knowledge building and knowledge sharing by maintaining and being responsible for the Resource Centre, including
   • Update the publication record and outputs of all UNU-IIGH staff and associates, including books, book chapter, report, conference proceedings, journal articles, conference publication, thesis and serial publications that are written by the Director, Research Fellows, Visiting Research Fellows, Post-Doctoral Fellows and PhD students in the UNU Collection;
   • Provide administrative liaison with UNU (Service Centre and Headquarters)
   • Supports the printing and copying of resources for UNU-IIGH;
   • Assist in maintaining the tidiness of the Resource Centre; sorts and shelves library materials; provides routine information and assistance to Research Fellows, staff and students;
   • Updating and maintaining large distribution lists; monitors, prepares and distributes various materials, reports, 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.

Essential Qualifications and Experience:
• A first degree or post high school diploma.
• At least 3 years of progressive responsibility in an administrative or support role or related area.
• Good general computer literacy and a high level of competence in Office software applications (Microsoft, Open Office) and in handling web-based management system.
• Excellent communication skills with fluency in spoken and written English. Knowledge of Bahasa Melayu and 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.
• Past work experience in an international organisation is highly desirable.

Remuneration:
Remuneration will be commensurate with GS4 classification with due consideration of qualifications, relevant previous work experience and level of responsibility.

Duration of contract:
This is a full time fixed-term appointment. The initial appointment shall normally be for a fixed-term of one (1) year with the likelihood of renewal on a rolling fixed-term appointment basis, subject to satisfactory performance. The mandatory age of retirement for United Nations staff is 65 years old.

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 ‘staff member’ status as defined in the UN Staff Rules and Regulations. Suitably qualified women applicants are particularly encouraged to apply. UNU-IIGH is an equal opportunities and diversity employer and is committed to a workplace that reflects the values of tolerance and inclusivity embodied by the United Nations.

Starting Date: September 2019.

Application Procedure:
Information about how to apply is provided below – please read carefully to ensure that any further inquiry relates to information not already provided. We recommend that applicants review the information on how to apply for jobs with the UN to assist with the submission of a competitive application.

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 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 2019/UNU/IIGH/FTA/ROA/00141439 of the vacancy announcement

Unfortunately, due to the volume of applications received, only short-listed candidates will be notified.