

Chief, Clients Servicing and Record Management Section, P-4

DEADLINE FOR APPLICATIONS: 09 Feb 2008
DATE OF ISSUANCE: 11 Dec 2007
ORGANIZATIONAL UNIT: United Nations Joint Staff Pension Fund
DUTY STATION: Geneva
VACANCY ANNOUNCEMENT NUMBER: 07-FIN-UNJSPF-416177-R-GENEVA (G)

Any candidate from a member organization of the UNJSPF applying for this post is considered as an internal candidate provided he/she has been appointed through the appointment and promotion procedures applicable in his/her respective organization. This post is subject to availability of funding.

Remuneration

Depending on professional background, experience and family situation, a competitive compensation and benefits package is offered.

[More Info](#)

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Responsibilities

The post is located in the Geneva Office of the United Nations Joint Staff Pension Fund. Under the general supervision of the Chief of the UNJSPF Office in Geneva, the incumbent performs the following main duties: 1) Manages the Client Servicing and Records Management Section by a) Organizing the work in accordance with best management practices, with emphasis on the delivery of quality client-oriented services in the most efficient and timely way possible; b) Overseeing the work of the staff, setting and communicating clear goals/standards for outputs, providing a growth-enhancing climate to encourage innovation, regularly prioritizing and re-prioritizing as needed, motivating the staff with inspired leadership, monitoring the staff's performance periodically through frequent contact and advice, teaching by example, and explaining consequences of performance, ensuring that all procedures relating to the Section are clearly and concisely documented and amended as necessary; c) Ensuring consistent and uniform application and interpretation of Fund's Regulations, Rules and Pension Adjustment System as approved and revised by the General Assembly from time to time; providing authoritative interpretations, guidance and advice to staff, participants and beneficiaries with respect to operational practices and the requirements of handling difficult situations and complex cases, including issues related to changes of country of residence; d) Preparing, organizing and monitoring monthly performance reports on the Section with a view to enhancing productivity, reviewing internal control mechanisms and determining the most efficient way to service the Fund's constituents; e) Formulating, developing and continuous updating, should necessary, of procedures and guidelines for processes of the section in coordination with Client Servicing and Record Management Section in UNJSPF/New York to safeguard harmonized processing. 2) Performs administrative functions and other special duties as required : a) Undertakes, at the request of the Chief of Section, special projects, such as surveys of clients wishes and expectations, evaluation of services provided, management of the web page etc; b) Liaises with chiefs of other sections and Sections on work-flow, timetables, new developments, new projects, etc; c) Liaises with Management and other sections on current developments affecting the work of the section; d) Participates in the recruitment and selection of the personnel and in the recommendations for promotion; evaluation work performance and discussions with staff. 3) Manages the Emergency Fund by: a) Reviewing requests for assistance in accordance with the provisions of Fund's Procedures, which stipulates the requirements for eligibility and the procedure established for the granting of aid from the Fund; b) Recommendation to the Chief of the Geneva Office for approving or rejecting requests, and communicating the decision to the requesting parties; c) Liaising with the secretaries of staff pension committees of member organizations and/or Association of Former International Civil Servants (AFICS) or individual retiree associations, which would include advice as regards UNJSPF policies and procedures; d) Providing statistical tables for inclusion in the Board's report to the General Assembly . 4) Being in charge of training activities for participants and beneficiaries in the various UN organisations serviced by the Geneva office and for staff working in the pension and related area in the agencies and UN organisations

Competencies

PROFESSIONALISM: Demonstrated in-depth knowledge of employee benefits domain. **CLIENT ORIENTATION:** ability to identify clients' needs and suggest appropriate solutions; ability to establish and maintain good relationships with clients. **COMMITMENT TO CONTINUOUS LEARNING:** Willingness to learn of developments in employee benefits and IT technology. **COMMUNICATIONS:** Proven and sustained communication (verbal and written) skills, including ability to prepare reports and conduct presentations and workshops on pension fund related matters. **TEAMWORK:** Proven interpersonal skills demonstrated by the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity. **LEADERSHIP:** ability to ensure effective transfer of knowledge/skills; good judgment and decision-making skills; Ability to establish, plan and encourage performance, and coordinate and monitor work of others

QUALIFICATIONS

Education

Advanced university degree (Master's or equivalent) in finance, management or related area. A first level university degree with a combination of academic qualifications and significant experience in related field may be accepted in lieu of the advanced degree.

Work Experience

At least seven years of experience at the national level or international level in the area of employee benefit schemes, preferably within the UN systems or organisations in the public sector, including leadership and management experience in supervising staff in a diverse multinational and multicultural environment. Experience in client management is required.

Languages

English and French are the working languages of the United Nations Secretariat. For this post, fluency in oral and written French and English, with excellent verbal skills and sound drafting ability, is required. Knowledge of another official UN language is an asset.

Other Skills

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). English and French are the two working languages of the United Nations Secretariat. The United Nations Secretariat is a non-smoking environment.

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON BANK ACCOUNTS.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED.

How to apply

All applicants are strongly encouraged to apply online as soon as possible after the vacancy has been posted and well before the deadline stated in the vacancy announcement. Because applications submitted by United Nations (UN) staff members are considered first, provided the eligibility requirements set out in ST/AI/2002/4 are met and the application is submitted in a timely fashion, staff members should apply within 15-day or 30-day mark.

Online applications will be acknowledged where an email address has been provided. If you do not receive an e-mail acknowledgement within 24 hours of submission, your application may not have been received. In such cases, please go to "My UN" page and check the status of your application by clicking on "View Application History", and resubmit the application, if necessary.

1. To start the application process, applicants are required to register by opening a "My UN" account. Go to Login, and Register as a User. Fill in the form and choose a User Name and Password.
2. After opening the account, applicants may apply for vacancies using the Personal History Profile (PHP) provided. Once the PHP has been completed for a particular vacancy, it can be saved and used for future applications. The PHP may be up-dated, when necessary, for future applications.
3. In completing the PHP, please note that all fields marked with an asterisk must be completed.
4. UN staff members must submit scanned copies of their two latest Performance Appraisal System (PAS) reports at the time of application to the appropriate Human Resources Office (HRO)/Personnel Office (PO) to the email address below, clearly indicating the vacancy announcement number. In case you have no access to the digitizing equipment, please submit hard copies of the two latest PAS reports to the relevant HRO/PO via fax.

E-mail: hrms@unog.ch,

Fax: 41-22-917- 0074

Please see the Frequently Asked Questions, if you encounter problems when applying.