

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT  
Vacancy Notice No. 015/2020**

<b>Title of Post</b>	<b>Receptionist</b>	<b>Category/grade</b>	<b>General Service, G3</b>
<b>Post Number</b>	<b>10033694</b>	<b>Type of contract</b>	<b>Fixed-term appointment</b>
<b>Location</b>	<b>Mbarara, Uganda</b>	<b>Date of Issue</b>	<b>15 September 2020</b>
<b>Effective date of assignment</b>	<b>1 December 2020</b>	<b>Closing Date</b>	<b>21 September 2020</b>

**Operational Context:**

The Receptionist will assist in organizing and coordinating the reception area of UNHCR Office. The incumbent has no supervisory role and will always function under the direct supervision of a (Senior) Associate or an Officer who is required to monitor the performance of the incumbent and provide regular guidance.

The incumbent will have internal contacts within UNHCR with staff members and focal points from different units and with external parties for exchange of information and reception of visitors.

**Duties:**

- Receive, screen and assist visitors/clients and escorts them to responsible officer concerned. Adopt tactful attitude to inform and convince interlocutors to accept unforeseen situations, such as waiting longer than expected, meet with a different officer than expected or accepting the cancellation of an appointment.
- Answer to incoming calls and transfer calls to concerned officer and/or take messages or provide general information, understanding the importance and the confidentiality of the issues treated.
- Receive and transmit verbal and written messages to appropriate officer/office/Unit/Department.
- Record the incoming and outgoing mail and manage internal courier distribution, as appropriate. Register/keep records of visitors/clients, as requested.
- Utilise office equipment (telephone, fax, radio, computer...) when necessary.
- Perform any other clerical duty that may be required

**Essential Minimum Qualifications and Experience:**

- Completion of High school diploma is required.
- Minimum 3 years of previous job experience relevant to the function is required.
- Knowledge of English is required.

## Desirable Qualifications & Competencies:

- Good computer skills in using various office applications (including Microsoft Word, Excel, Internet Explorer and Access) is desirable.
- Good knowledge of proGres (HCR database for registration of refugees, returnees and displaced persons) is desirable.

## Required Competencies:

### **Core Competencies**

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

### **Cross-Functional Competencies**

- Analytical Thinking
- Planning and organizing
- Change Capability and Adaptability

## Eligibility:

**Group I candidates:** Interested staff members should consult the Recruitment and Assignment of Locally Recruited staff (RALS).

Group I comprise current GS staff members holding an indefinite or fixed-term appointment who, at the date of the deadline for application, are serving in the country of the vacancy at the grade of the position or one grade below or above.

**Group II candidates:** comprises candidates that have previously been vetted and notified after applying to the Group II general profile pool at the date of publishing this vacancy notice.

**External candidates:** are candidates who are not in Group 1 or Group 2.<sup>1</sup>

If you have questions regarding your eligibility, you may also contact the HR Unit.

## Remuneration:

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

## Submission of Applications:

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<sup>1</sup> Completed and relevant university education can count as maximum 50% of the required years of work experience.

Interested candidates who meet the above criteria should submit their applications online, using the following link: <http://unhcrjobs.imuganda.com>. Applicants should signup or login to access details of the advertised position by **the closing date**.

The Personal History Form and its supplementary sheet is attached.

**No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview.** UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

*Refugees – who cares? We Do*