



OSCE Office for Democratic Institutions and Human Rights (ODIHR)

Front Desk Assistant

Recruitment of National Support Staff for the Election Observation Mission to Bosnia and Herzegovina

Front Desk Assistant

The OSCE Office for Democratic Institutions and Human Rights (ODIHR) is the leading agency in Europe in the field of election observation. The Office co-ordinates and organizes the deployment of numerous observation missions, with thousands of observers, every year to assess the compliance of elections in OSCE participating States with OSCE commitments and other international obligations and standards for democratic elections, and with national legislation. ODIHR's unique methodology provides in-depth insights into all elements of an electoral process, allowing the Office to offer concrete recommendations to further improve electoral processes. Further details about ODIHR can be found at www.osce.org/odihr.

Following an official invitation from the authorities of Bosnia and Herzegovina, ODIHR is deploying an Election Observation Mission (EOM) for the upcoming General Elections scheduled for 02 October 2022. In this connection, ODIHR is looking to recruit local support staff for the below mentioned positions on full-time basis:

Administrative position:

- Front Desk Assistant - 1 position

For more information about the responsibilities and requirements of the post, please read the terms of reference, at the bottom of this page.

Start date of employment for administrative positions: 15 August 2022 (approx.)

Approximate duration of employment: 6-9 weeks

Location: Sarajevo, Bosnia and Herzegovina

Remuneration is commensurate with the qualifications of the incumbent and requirements of the post, and is similar to those offered under the United Nations Common System for general services employees (in accordance with established OSCE rates). Social security will include participation in the OSCE life and accident disability insurance scheme.

Application procedure: Candidates must be citizens or permanent residents of Bosnia and Herzegovina. Those interested in applying should send the most recent curriculum vitae in English to

ensure an equal and transparent treatment during the recruitment/appointment process to: hr-BiH@odihr.pl indicating the position for which you are applying (e.g. ELE/BIH Front Desk Assistant).

Each candidate may apply for up to three positions in separate e-mails. Please do not attach photographs, motivation letters and certificates. Additional relevant information should be submitted only upon request. CV should be sent in Word or PDF format and with the applicant's name included in the name of the document.

Applications received after the deadline or with no indication of the position for which the candidate is applying, will not be taken into consideration.

Application deadline for administrative positions: 10 August 2022 24:00 CET

The OSCE retains the discretion to re-advertise the vacancy, to cancel the recruitment, to offer an appointment at a lower grade or to offer an appointment with a modified job description or for a different duration. Only shortlisted applicants will be contacted.

The OSCE is committed to diversity and inclusion within its workforce, and encourages qualified female and male candidates from all religious, ethnic and social backgrounds to apply.

Note: No application fees are required by ODIHR for its recruitment process at any stage (application processing, interview meeting, training or any other fees).

Terms of Reference

FRONT OFFICE ASSISTANT

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Under the supervision and instructions of the Operations Expert, the Front Office Assistant for the mission is responsible for ensuring the effective functioning of the Office. S/he reports directly to the Operations Expert.

Main Tasks and Responsibilities:

- Operates the telephone switchboard; answering and redirecting all phone calls; making phone calls for core team members if instructed to do so;
- Sends and receives faxes, letters and other forms of correspondence;
- Dispatches letters, faxes and any other forms of correspondence to the respective mission core team members;
- Maintains files and records of all incoming and outgoing correspondence;
- Monitors the office email and forwards e-mails to appropriate core team members;
- Organizes the office drivers for the in-city and in-country transportation of the mission staff, as

required;

- Prepares the duty roster for drivers and co-ordinates the drivers of the mission;
- Prints and photocopies all the documents, reports and similar materials as instructed by mission members;
- Prepares and manages the contact lists (mission, OSCE office in the country, other business-related contacts);
- Welcomes mission guests and informs respective mission core team member;
- In co-operation with Assistant of Operations Expert manages supply for the mission and informs the Operations Expert of any need for office supplies, kitchen supplies, and utilities;
- Orders necessary supplies in co-operation with Operations, Procurement and Finance personnel; and
- Performs other duties as required.

Education and Experience:

- Completed secondary education;
- Four years of relevant experience. Experience as Receptionist or on similar position in an international organizations is an asset;
- Knowledge of English and local language(s) is essential.
- Good computer skills;
- Customer oriented, friendly, welcoming;
- Ability to communicate effectively and with tact and diplomacy;
- Ability to work long and irregular hours;
- Ability and willingness to work as a member of a team; and
- Demonstrated ability to work with people of different cultural and religious backgrounds, different gender and diverse political views, while maintaining impartiality and objectivity.

Deliverables:

- Answered phone calls;
- Distributed correspondence and produced log of correspondence;
- Filing system; and
- Printed/copied/prepared materials.

Lokacija: Sarajevo

Datum objave: 29. Jul 2022.

Datum isteka: 10. Aug 2022.