

The Operation of the United Nations High Commissioner for Refugees (UNHCR) in Ukraine invites qualified candidates to apply for the following vacancy:

**Functional Title & Grade: Senior Receptionist/ GL-4**  
**Contractual Status: Temporary Appointment until 31 December 2019 with possibility of extension**  
**Position: № 10025663**  
**Duty Station: Kyiv, Ukraine**

**Date of Issue: 18/07/2019**

**Deadline for applications: 28/07/2019**

## INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT

### OPERATIONAL CONTEXT

The Senior Receptionist manages the reception area of UNHCR Office. The incumbent functions under the direct supervision of a (Senior) Associate or an Officer who provides 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.

### FUNCTIONAL STATEMENT

#### **Accountability** (*key results that will be achieved*)

- Visitors and persons of concern have a full and fair access to UNHCR staff and services while approaching the reception for different purposes and their privacy is respected.

#### **Responsibility** (*process and functions undertaken to achieve results*)

- Receive, screen and assist visitors and persons of concern and direct them to the appropriate Officer / Office / Unit/ Department.
- Take messages or provide general information, understanding the importance and the confidentiality of the issues treated.
- Adopt tactful attitude to inform and convince interlocutors to accept unforeseen situations, such as waiting longer than expected, or accepting the cancellation of an appointment.
- Identify and prioritize vulnerable cases.
- Update the scheduling system to ensure proper recording of appointments.
- Report immediately on any security concerns occurred at the reception area.
- Assist in monitoring the trends and the profile of cases approaching the reception area.
- May be required to participate in the registration activities and respond to refugees' inquiries.
- Assist with organization of conference services; liaise with hotels, agents and participants, as applicable.
- Maintain monthly registry of private use of corporate mobile sim-cards by staff members.
- Assist with paperwork for monthly VAT refund submission to the State Fiscal Services.
- Perform other related duties as required.

#### **Authority** (*decisions made in executing responsibilities and to achieve results*)

- Identify which individuals or groups to be prioritized at the reception based on vulnerability and other criteria specified by the supervisor.
- Decide on information contained in the weekly and daily reports submitted to the supervisor.

## REQUIRED COMPETENCIES

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

## ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

- Completion of the Secondary Education.
- Minimum 3 years of previous relevant job experience.
- Fluency in English and working knowledge of another relevant UN language or local language.

## LANGUAGE:

- Fluency in English, Ukrainian and Russian.

## DESIRABLE QUALIFICATIONS & COMPETENCIES

- Previous experience in UN/UNHCR.
- Good computer skills in using various office applications (including Microsoft Word, Excel, Internet Explorer and Access).

**Interested applicants should forward the UN personal history form (P-11) with a covering letter in English explaining their interest in the position to the e-mail: [vacancy@unhcr.org](mailto:vacancy@unhcr.org) by indicating the post title and position number they are applying for in the subject line. Candidates must be legally present in Ukraine at the time of application, recruitment and hire.**

**UN personal history form (P-11) may be loaded at**

**[http://unhcr.org.ua/attachments/PHF/UNHCR\\_Personal\\_History\\_Form\\_October%202017.docm](http://unhcr.org.ua/attachments/PHF/UNHCR_Personal_History_Form_October%202017.docm)**

**[http://unhcr.org.ua/attachments/PHF/UNHCR\\_PHF\\_Supplementary\\_October%202017.docm](http://unhcr.org.ua/attachments/PHF/UNHCR_PHF_Supplementary_October%202017.docm)**

**Only short-listed applicants will be contacted, no late applications will be accepted.**

**Written test may be administered.**

**UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).**