## Basic details of job

<table>
<thead>
<tr>
<th>Establishment post no.</th>
<th>63361130</th>
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<tbody>
<tr>
<td>Job title</td>
<td>Receptionist/Clerical Officer</td>
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<tr>
<td>Unit/mission</td>
<td>Netherlands Mission at the United Nations in New York</td>
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<tr>
<td>Job level</td>
<td>04</td>
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<tr>
<td>Number of hours</td>
<td>40</td>
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## General features of job

- The receptionist/clerical officer operates the telephone switchboard and performs reception/administrative duties.
- The receptionist/clerical officer is accountable to the Head of Operational Management for the quality of his/her work.
- The set rules and procedures for telephone traffic are applicable.
- The receptionist/clerical officer coordinates agendas, incoming and outgoing correspondence (incoming and outgoing mail), telephone communication and providing information.
- The receptionist/clerical officers plays a key role in connection with appointments, reception of guests and visitors, and meetings, both internal and external.

## Actual duties (to be completed by mission)

### DUTIES AND RESULT AREAS

- Accepting and handling incoming telephone calls;
- Registration and receiving visitors;
- Scanning and distribution of incoming faxes and sending outgoing faxes;
- Registration and issuing access passes for mission and building for staff members and visitors;
- Dealing with incoming and outgoing mail, drawing attention to urgent mail or documents and, on his/her own initiative and at his/her own discretion, appending documents required to deal with these;
- The clerical officer takes decisions when assessing the importance and urgency of incoming and outgoing mail;
- Performs secretarial and/or administrative work such as managing calendars, mail boxes, scheduling appointments etc.;
- Prepare and sending invitations for official occasions, meetings etc. and managing the guest lists;
- Managing contacts database (CRM) and the contents of the mission app;
- Provides general administrative, logistic and organisational support, including official visits, incoming and outgoing delegations, meetings and events at the mission, official trips and working visits.
- Is part of the Think Tank in regard to the sustainability of the Mission.
- Back-stop for secretarial administrative assistants.
- Back-stop with support for Public Diplomacy and media activities (organizing events, compose and post messages, keep track of responses, help prepare communication materials, etc.);
### Description of result areas:

- Stress resistant
- Customer oriented
- Quality oriented
- Flexible
- Integrity

Currently the Mission and the Consulate-General are working on merging their departments of Internal Affairs, it is therefore possible that the "duties and result areas" as mentioned above will be adjusted.

### WORKING ENVIRONMENT

The Permanent Mission of the Netherlands to the United Nations (PWN) is looking after the Dutch interests regarding foreign policy and in the area of development cooperation at the United Nations in New York. Approximately 30 employees are working at the PVVN, as well as 2 interns.

You will work for the department of Internal Affairs which consists of 11 employees. The department is responsible for the operational management of the Mission in the areas of security, finances, housing, logistics, management support and IT.

The PVVN is, together with the Consulate General and the Netherlands Foreign Investment Agency, located in a modern high-rise building within walking distance from the United Nations Headquarters.

The Mission is experiencing a heavy workload during the whole year due to many conferences, visitors, meetings and other activities.

During the high season of the HLPF and General Assembly of the United Nations (July and September) it might happen that the Secretarial/Administrative Assistant works from 8:00-20:00 in shifts, together with other Assistants.

Composition of the team in which the ideal candidate will be working:

- Permanent Representative and Deputy Permanent Representative;
- Four heads of departments (Development, Humanitarian Affairs and Human Rights Section, Political Department, Military Department and Internal Affairs);
- Department of Internal Affairs consists of the Operational Manager, the Deputy Operational Manager, one General Affairs Officer, one IT assistant, three Secretarial/Administrative Assistants, one receptionist, three drivers and one cleaner;
- 2 interns during the whole year;
- Frequently incoming (high-level) visitors.

### JOB REQUIREMENTS

Knowledge and areas of experience:

- Excellent oral and written knowledge of the English and Dutch languages.
- Pleasant way of handling incoming and outgoing telephone calls as well as visitors.
- Relevant working experience as a receptionist/clerical officer.
• General knowledge of clerical support.
• Professional appearance.
• Computer skills, experience with Microsoft Office.

**Give a brief description of the type of employee required:** (In own words: no more than 25 lines)

The ideal employee for this job is a proactive, stress resistant and a flexible teamplayer, who works efficiently and independently. Excellent verbal communication is the most important competence for this position.

**Knowledge and skills**

- Level of education: High School
- Level of experience: 1 - 4 years work experience required in a similar position

  • General knowledge of the organisation and its way of working.
  • Knowledge of the rules and procedures for telephone traffic.
  • Skill in speaking to telephone callers.
  • Customer service skills.
  • General knowledge of clerical support

**Contacts**

- With Ministry and mission staff and third parties, to connect/refer telephone calls and provide information.
- With visitors, to refer and announce them and provide information.
- With security staff, to cooperate in controlling access to the building.

**Other remarks (to be completed by mission)**

The Netherlands Government celebrates all forms of diversity and is deeply committed to foster an inclusive environment within its organization. Individuals interested in advancing these diversity goals are strongly encouraged to apply.

Additional information regarding this position is available - by email only - from Ms. Claudia Brink, Operational Manager, at nyv-hr@minbuza.nl.

Please send your application, with resume, to:
Permanent Mission of the Kingdom of the Netherlands to the United Nations
Att. Ms. Claudia Brink
666 Third Avenue, 19th floor New York, NY 10017
USA
e-mail: nyv-hr@minbuza.nl