

Position Code	Position Title	
ALS 35	Mission Support Administrative Officer	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/HoMS Office	Yerevan	II

The Mission Support Administrative Officer will report to the Head of Mission Support.

As part of the Mission Support Department, s/he will contribute to the efficient and effective running of the Department tasks with a focus on managing the Yerevan Office and all related tasks.

Duties and Responsibilities

The Mission Support Administrative Officer will be required, in accordance with the EUMA Mandate, Code of Conduct and the General Service Conditions for Locally Contracted Staff Employed by EUM Armenia, Serving in Armenia, to perform the following tasks:

- To assist the Head of Mission Support in identifying, developing and implementing relevant policies, Standard Operating Procedures and guidelines in Mission Support;
- To assist the Head of Mission Support in scheduling Mission Support related activities;
- To verify reports, data and information in the Mission Support reporting structure;
- To administer and distribute relevant reports and required information to internal and external functions;
- To write minutes of meetings and follow up on tasks within Mission Support;
- To coordinate internal communication within Mission Support and organise meetings and presentations;
- To draft letters, memoranda, reports, and other documents as requested;
- To maintain Yerevan office services by assisting the Head of Mission Support in organising office operations and procedures, managing correspondence, designing filing systems, reviewing supply requisitions, assigning and monitoring clerical function
- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To contribute to the maintenance of the filing system to meet administrative, legal and financial requirements. Perform any other related task as requested by his/her Line Manager.

Qualifications and experience

Eligibility criteria:

- Enjoy full civil rights and do not have criminal record;
- Citizenship of Armenia and/or holding permanent resident and work permits according to Armenian laws;
- Have fulfilled any obligations imposed on him/her by the laws concerning military service;
- Successful completion of a full course of university studies attested by a degree in Business Administration or other relevant fields, where the normal duration of university education in the country awarded is three (3) years or more and attested by a diploma.
- After having obtained the university degree, at least four (4) years of relevant and proven full-time professional experience in business administration or related fields.

Essential criteria:

- Experience in dealing with internal and external parties and the ability to maintain a high level of confidentiality;
- Knowledge of current technologies used for Administration such as Enterprise Resource Planning (ERP) System;
- Experience in an international environment, particularly with multinational and international organisations;
- Be physically fit to perform the duties relating to the post;
- Fluency in English and Armenian, both oral and written;
- Good computer skills in Microsoft Office applications.

Additional advantageous assets:

- Reporting skills;
- Knowledge of EU financial & procurement regulations;
- Professional experience in an EU and/or international environment;
- Experience of working in an intercultural environment, with respect for diversity.
- Knowledge of Russian language.

Personality assets:

- Have strong sense of initiative, responsibility and autonomy;
- Good interpersonal and communication skills, ability to communicate effectively verbally and in writing;
- Ability to prioritize and manage a high workload exceptionally;
- Ability to work methodically, accurately and with attention to details as well as to tight deadlines;
- Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment;
- Ability to work independently and harmoniously with colleagues and as part of a team, with respect to diversity;
- Used to work on a multitude of activities at the same time and with limited supervision;
- Punctuality, commitment to quality, ability to perform under stress, attention to detail, solid work ethics, willingness to work flexible working hours and still deal helpfully and courteously with all contacts.