



Job Description for Secretary

Job function and job description may be changed in accordance with the needs of the Delegation

Employer

EU Delegation	Bosnia and Herzegovina
Location	Skenderija 3a, 71000 Sarajevo

Job description

Group	3
e-Del-HRM and Sysper2 references	e-Del-HRM 47697, Sysper2 112145
Section in the organisation chart	Operations Section
Next hierarchical superior (who to report to)	Head of Section
Working hours	Full time
Working environment/conditions	multicultural environment
Job objective	Under the supervision of an official, provide general administrative and secretarial support to the section. Provide support for other delegation's sections as necessary
Main Tasks	<p>Function type: OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES Function name: Office management Duties:</p> <ul style="list-style-type: none"> • Provide assistance with the management of the section by answering the telephone, filtering calls and taking messages, responding to general inquiries and managing e-mail exchanges and calendar. • Manage missions and leave requests. • Manage the section's annual leave and training plans. • Prepare notes, minutes, routine correspondence, presentations and other texts that are needed for the overall section activity. • Provide logistical support for organisation of meetings and conferences (reception of participants, liaising with the Administration Section on preparation of the room, materials, refreshment etc.). <p>Function type: OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES Function name: General administrative and secretarial support Duties:</p> <ul style="list-style-type: none"> • Ensure follow-up and respect of deadlines in the Section's activities. • Provide translations of small texts, and requests and coordinate other translations. • Up-date contact lists in Outlook public folder, which are relevant to the section's activities. • Maintain co-ordination with other EU office Secretariats. • General administrative support, as requested. <p>Function type: OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES Function name: Document and mail handling Duties:</p> <ul style="list-style-type: none"> • Open and request registration of incoming mail (including e-mails) in the system, allocate registered mail to relevant staff and maintain up-to-date mailing lists. • Ensure follow-up and respect of deadlines of replies from the Section. • Prepare and copy correspondence for transmission. Draft, type, verify layout and

	<p>check quality of documents presented for signature.</p> <ul style="list-style-type: none"> • Ensure that all records are completed in ARES and documents uploaded. • Draft minutes of meetings. • Ensure electronic filing and archiving of documents on the server of the EU Delegation in compliance with the internal filing and archiving policy. • Perform any other tasks requested by the Head of Section. <p>Function type: INTERNAL COMMUNICATION Function name: any other business Duties:</p> <ul style="list-style-type: none"> • Within the framework of the Staff Regulation, carry out tasks linked to the job description as instructed by his/her superior(s). • Coach new colleagues on administrative procedures and organizational structure. • Facilitate internal communication within the EU office as well as outside. <p>Function type: EXTERNAL COMMUNICATION (general) Function name: Communication related to programme & projects Duties:</p> <ul style="list-style-type: none"> • Ensure collection and preparation of materials for publication. • Assist in welcoming and informing outside visitors in accordance with security regulations. <p>Function type: OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES Function name: Project cycle management Duties:</p> <ul style="list-style-type: none"> • Support Programme Managers in their programme and project management functions under their supervision and guidance.
Personal skills	Capacity to work independently and as part of a team; Discretion; Ability to deal helpfully and courteously with people; Ability to work under pressure and to respond quickly to new demands; Ability to work with constant interruptions; Ability to handle difficult situations.
Specific physical requirements (if any)	

Job specifications

	Compulsory requirement	Asset
Qualifications	Secondary Education	
Professional experience	At least 5 years of job related experience	Experience in international organisations or diplomatic representations is an asset
Knowledge of languages	Working knowledge of English (B2) and local languages	
Knowledge of IT tools	Microsoft Office	