



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## VACANCY NOTICE No. 2016/HRT/024 INTERNAL/EXTERNAL

UNHCR Greece invites applications from qualified candidates for the following positions:

<b>Position title</b>	Receptionist – <b>2 positions</b>
<b>Contract type</b>	Temporary appointment
<b>Category and Grade</b>	General Service, G-3
<b>Duty station</b>	<b>Athens</b>
<b>Remuneration</b>	Salary and entitlements as per UN Staff Rules & Regulation
<b>Duration</b>	Till 31/12/2016 with a possibility for extension
<b>Starting date</b>	Immediately upon recruitment
<b>Closing date</b>	<b>5 September 2016</b>

### **OPERATIONAL CONTEXT**

In response to the exponential turn in the refugee and migrant crisis impacting Europe since the beginning of 2015, UNHCR Office in Greece mobilized efforts to assist the Government in identifying the needs and protection concerns of the refugees. UNHCR coordinates and promotes the implementation of its mandate within the framework of the Refugee Coordination Model with the government, civil society (IPs and Ops) and other relevant international and national stakeholders to provide protection and assistance to the thousands of women, men, boys and girls who found themselves in Greece.

### **FUNCTIONAL STATEMENT**

The Receptionist will assist in organizing and coordinating the reception area of Athens UNHCR Office. The incumbent has no supervisory role and will always function under the direct supervision of a (Senior) Associate or an Officer who is required to monitor the performance of the incumbent and provide 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.

### **Accountability**

- 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**

- Receive, screen and assist visitors/clients and escorts them to responsible officer concerned. Adopt tactful attitude to inform and convince interlocutors to accept unforeseen situations, such as waiting longer than expected, meet with a different officer than expected or accepting the cancellation of an appointment.
- Answer to incoming calls and transfer calls to concerned officer and/or take messages or provide general information, understanding the importance and the confidentiality of the issues treated.
- Receive and transmit verbal and written messages to appropriate officer/office/Unit/Department.
- Record the incoming and outgoing mail and manage internal courier distribution, as appropriate. Register/keep records of visitors/clients, as requested.
- Utilise office equipment (telephone, fax, radio, computer...) when necessary.
- Perform any other clerical duty that may be required.

### **Authority**



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- 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.

## **ESSENTIAL MINIMUM QUALIFICATIONS & 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.

## **DESIRABLE QUALIFICATIONS & COMPETENCIES**

- Good computer skills in using various office applications (including Microsoft Word, Excel, Internet Explorer and Access).
- Good knowledge of proGres (HCR database for registration of refugees, returnees and displaced persons)

## **SUBMISSION OF APPLICATIONS**

If you wish to be considered for this vacancy, please submit your Personal History Form (P11) (which can be downloaded from [www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc)) and motivation letter by e-mail with the vacancy number **2016/HRT/024** in the subject line to: [greatvac@unhcr.org](mailto:greatvac@unhcr.org) no later than 5 September 2016. Only applications submitted by e-mail with a **signed P.11 form** will be considered. **Emails without vacancy number 2016/HRT/024 in the subject line will not be considered.**

No acknowledgement of the receipt of the application will be provided.

Shortlisted candidates might be required to sit for a written test and will have to undergo an oral interview. Only shortlisted candidates will be notified. No late applications will be accepted.

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

**Deadline for submission of application: 5 September 2016.**