**WORLD HEALTH ORGANIZATION**



*Terms of Reference*

*for*

**Operator/ Receptionist**

Type of contract: **Special Services Agreement (SSA)**

Location: **Amman, JORDAN**

Level: **G-02**

Duration: **Until 31 December 2013, subject to renewal, according to availability**   **of funds**

**Objectives of the programme**:

To ensure that effective WHO country presence is established to implement WHO country cooperation strategies that are aligned with Member State’s health and development agendas, and harmonized with the United Nations country teams.

The objectives of WHO's emergency humanitarian action (EHA) program in Jordan are as follows:

1. promptly assessing health needs of populations affected by crisis, identifying priority causes of ill-health and death;  preparing damage estimates and emergency response and rehabilitation plans;  providing prompt, credible health information and ensuring the continuity of essential health services;
2. coordinating and monitoring emergency health relief efforts under the aegis of the Inter-Agency Standing Committee Health Cluster, of which WHO is the lead agency;
3. ensuring that critical gaps in the health response are rapidly identified and filled;
4. revitalizing and building the capacity of national health systems to deal with preparedness, mitigation and response.

**Purpose of the function:**

To be responsible to ensure effective functioning of the switch board, monitoring and screening all incoming telephone calls and directing them Is appropriate staff .She/he will be based in Amman and reporting directly to Administrative Associate.

**Duties & Responsibilities:**

Under the supervision of the Administrative Officer and the overall guidance of the WR, the operator/ receptionist provides effective functioning of the switch board, monitoring and screening all incoming telephone calls and directing them Is appropriate staff .She/he will be based in Amman and reporting directly to Administrative Associate. The incumbent will perform the following duties:

1. Answers all incoming telephone calls in a professional and courteous manner, and routes calls to the appropriate parties.
2. Observe signal lights on switchboards, and dial or press buttons to make connections
3. Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
4. Arrange telephone conferences
5. Responsible of the meeting room
6. Process any paperwork or records as required.
7. Performs any other related duties as required by the supervisor

**Achievement Activities Include:**

1. The incumbent is responsible to help and assist The Emergency support Team (EMST) Office and The Centre for Environmental Health Activities (CEHA) Office
2. Maintaining all the required documents up to date
3. Responds to routine enquiries from external sources/visitors.

**Competencies:**

1. Communicating in a credible and effective way
2. Knowing and managing yourself
3. Fostering integration and teamwork

**Required Skills and Experience:**

**Functional Skills and Knowledge:**

1. Oral Communication
2. Job task planning and organizing
3. Document Sections
4. Reading Text
5. Document Use
6. Working with Others
7. Computer Use

**Education:**

**Essential:** Secondary School education, with special training in handling of communication

equipment or provision of Customer core services/logistics at a level of a certificate or

diploma and Secretarial qualifications/background and experience

**Desirable:** Higher related academic qualifications advantageous

**Experience:**

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| **Essential:** Minimum of three (3) years of relevant experience in registry management, reception  services or secretarial field. |
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**Languages:**

Excellent knowledge of the Arabic language. Working knowledge of English is an asset.

**Other Skills:**

Computer knowledge, particularly Microsoft Word, Excel and internet applications

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*Interested candidates should send their CVs to* [*emwrojor@who.int*](mailto:emwrojor@who.int) *maximum by 9 November 2013. Only short-listed candidates will be contacted.*  Local residents are highly-desirable.