International Civil Aviation Organization
Vacancy Notice

**POSITION INFORMATION**

<table>
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<tr>
<th>Post Title:</th>
<th>Associate Travel Officer, ADB-TRV</th>
<th>Vacancy Notice:</th>
<th>2020/01/P 103485</th>
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<tr>
<td>Duty Station:</td>
<td>Montréal</td>
<td>Date for entry on duty:</td>
<td>After 21 February 2020</td>
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**Special Notice:**
The ICAO Assembly recently reaffirmed its commitment to enhancing gender equality and the advancement of women by supporting UN Sustainable Development Goal 5 “Achieve gender equality and empower all women and girls.”

Female candidates are strongly encouraged to apply for ICAO positions, especially in the Professional and higher level categories.

**THE ORGANIZATIONAL SETTING**

The Travel Unit (TRV) is part of the Information Management and General Administration Services (IAS), a division of the Bureau of Administration and Services (ADB). All travel conducted under the auspices of ICAO is coordinated by the Travel Unit. This also includes travel origination from the Regional Offices and the various TCB projects around the world. Furthermore, ICAO being the lead UN agency in Canada, TRV also handles all other Montreal-based UN Agencies in respect to their official mission travel. It is the responsibility of TRV to ensure that all staff member/dependent travel is handled expeditiously and efficiently, in accordance with Staff Rules.

The post reports directly to Head of TRV (H/TRV). The incumbent, under the authority of the Director, Bureau of Administration and Services (D/ADB) and the Deputy Director, Information Management and General Administrative Services (DD/ADB IAS) approves and certifies all travel authorizations and manages the daily operation of the unit. The incumbent directly supervises General Service staff in the Unit including coaching and training. Supervisory responsibilities include delegation of duties and decisions on priorities.

**MAJOR DUTIES AND RESPONSIBILITIES**

**Function 1 (incl. Expected results)**

Manages the daily operation of the Unit and certifies all travel authorizations, achieving results such as:

- Approve and certify all travel authorizations issued under the auspices of ICAO including Regional Offices and Technical Cooperation Bureau (TCB) Projects.
- Advise on and certify all lump sums pertaining to home leave and education travel.
- Approve and certify all United Nations Laissez-Passer (UNLP) applications sent to UNHQ in New York for processing and issuance.
- Solve and facilitate any issue or situation directly with the Secretary General, senior management, the President of the Council and Council members when called upon.
- Communicate directly with respective Airline Account Manager for resolution of any issue.
- Represent the Head of Unit at all internal and external meetings.
- Leads and makes decisions independently.

**Function 2 (incl. Expected results)**

Determines travel related entitlement and advises on the most effective and economical method of accomplishing official travel in line with ICAO staff rules, achieving results such as:

- Inform staff of official itineraries in alignment with prescribed allotment holder budget.
- Create and issue tickets consistent with IATA resolutions and within the best interest of the Organization.
- Ensure entitlement is correctly optimized through unbiased fare construction.
- Demonstrate full compliance with policy regarding deviations to prescribed mission duty.
Function 3 (incl. Expected results)

Oversees and reviews the work of the staff assigned to the Travel Unit, including training, achieving results as follows:

- Demonstrate and encourage strict adherence to established customer service benchmarks.
- Plans and coordinates all work assignments and ensure completion of tasks at hand.
- Provide insight and advice in challenging situations to ensure best possible solutions.
- Coach and advise staff on individual training needs with a view in enhancing their effectiveness.

Function 4 (incl. Expected results)

Pro-actively coordinates with the Finance Branch in relation to travel claims and the reconciliation of the Diners Master Card Statement, achieving results such as:

- Reconcile and process statements including drafting cover memo to be sent to C/FIN authorizing payment.
- Investigate discrepancies in regards to charges and directly initiate corrective action with relevant bank entity.
- Identify and advise on any outstanding or pending credits to the Finance Branch.
- Validate and certify documentation submitted in respect to Travel Expense Claims (TEC).

Function 5 (incl. Expected results)

Liaise with the Travel Management Contractor (TMC) supervisors for the purpose of facilitating the services provided, achieving results such as:

- Ensure the settlement of any issues regarding contractual obligations between supervisor and operations manager.
- Analyse monthly travel management reports as received from TMC and advise on carrier volume and market shares.
- Oversee and provide guidance as to the relevant entry codes regarding all airline incentive agreements.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

A first level university degree, preferably in administration, travel and tourism, or a related area, is required.

Professional experience

Essential

- A minimum of three years of related travel operations management experience, preferably in a UN system organization.
- Experience in international airline operations, with particular focus on all facets of ticketing and Global Distribution System (GDS).

Languages

Essential

- Fluent reading, writing and speaking abilities in English and French.

Desirable

- A working knowledge of any other language of the Organization (Arabic, Chinese, Russian or Spanish).

Competencies

Professionalism: Detailed knowledge of travel policies, preferably as applicable to UN agencies. Knowledge of the travel industry and regulations of various flight providers. Knowledge of procurement processes in sourcing, and request for proposal (RFP). Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows
persistence when faced with difficult problems or challenges; remains calm in stressful situations. Level of knowledge must be of a calibre that would validate the decision process during crisis management situations.

**Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style, and format to match the audience; demonstrates openness in sharing information and keeping people informed.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

**Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

**Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

### Conditions of Employment

It should be noted that this post is to be filled on a fixed-term basis for an initial period of three years (first year is probationary for an external candidate).

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization within the duty station.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. The Standards of Conduct for the International Civil Service adopted by ICAO, which are applicable to all staff members, are defined in the ICAO Service Code (Staff Regulations).

ICAO offers an attractive benefit package to its employees in accordance with the policies of the International Civil Service Commission (ICSC).

The statutory retirement age for staff entering or re-entering service after 1 January 2014 is 65. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

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<tr>
<th>Remuneration:</th>
<th>Level P-2</th>
<th>Rate</th>
<th>Net Base Salary per annum</th>
<th>+</th>
<th>Post Adjustment (net) per annum(*)</th>
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<tr>
<td></td>
<td>USD 47,895</td>
<td></td>
<td>USD 18,631</td>
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(*) Post Adjustment is subject to change.

### How to Apply

Interested candidates must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: [https://careers-new.icao.int](https://careers-new.icao.int).

### Notice to Candidates

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.