International Civil Aviation Organization
Vacancy Notice

**POSITION INFORMATION**

<table>
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<tr>
<th>Post Title:</th>
<th>Administrative Assistant</th>
<th>Vacancy Notice:</th>
<th>2020/03/G 102072</th>
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<tr>
<td>Level:</td>
<td>G-4</td>
<td>Posting period extended:</td>
<td>27 January 2020 – 16 February 2020</td>
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<td>Duty Station:</td>
<td>Mexico</td>
<td>Date for entry on duty:</td>
<td>Mid to late April 2020</td>
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**Special Notice:**
The [ICAO Assembly](https://www.icao.int) 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 Regional Office is primarily responsible for maintaining continuous liaison with the States to which it is accredited and with appropriate international organizations, regional civil aviation bodies, sub-regional bodies and UN Agencies and programmes. The Regional Office ensures interregional coordination and promotes the timely and harmonized implementation of ICAO policies, decisions, Standards and Recommended Practices (SARPs) and air navigation plans. The Regional Office also provides technical guidance and assists States/Territories in their implementation activities. The Office operates in English and Spanish and all staff are required to be fluent in both languages.

Under the direct supervision of the Administrative Officer, and other Regional Officers as assigned, the Administrative Assistant supports the Regional Officers in meeting their responsibilities and performing their duties. The Regional Officers assign tasks and duties, and evaluate the performance of the incumbent. The Administrative Assistant seeks advice and guidance on complex technical issues from his/her supervisor and the Assistant to Head of Office. The post requires occasional international travel and working outside normal office hours to meet the operational requirements and deadlines for the production of deliverables.

**MAJOR DUTIES AND RESPONSIBILITIES**

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

*Provides office support services*, achieving results such as:

- Draft, edit and process documents including letters, working papers and reports.
- Process incoming and outgoing documents/mails.
- Maintain electronic calendars for appointments and other business activities.
- Administer travel preparation and arrangements.
- Provide administrative support.
- Receive and provide information to visitors.
- Make and receive telephone calls, taking messages and filtering calls.
- Coordinate and schedule teleconferences (GoToMeetings).

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

*Provides effective record management*, achieving results such as:

- Maintain file movement records, verifying for completeness.
- Follow-up and maintain accurate Indexing of files on computer terminal.
- Maintain, open and file confidential correspondence.
Function 3 (incl. Expected results)

Provides event organization services, achieving results such as:

• Coordinate the preparation of events, including participant registration, coordination with external event organizers, editing and translating event documentation and reports.
• Provide logistical support and coordination for events organized by ICAO.

Function 4 (incl. Expected results)

Maintains databases and library, achieving results such as:

• Update information in existing databases, including air navigation deficiencies, meeting conclusions, contacts, etc.
• Create new databases as required.
• Update office library with new documents received.

Function 5 (incl. Expected results)

Assists the Regional Officers in preparing presentations, reports and corresponding documentation for meetings and conferences, achieving such results as:

• Request input from officers to ensure comprehensive information.
• Compile, edit, translate and finalize presentations, reports and documentation for submission in a timely manner.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

Essential
Secondary education is required with additional secretarial training.

Professional experience and knowledge – Essential

• A minimum of four years of administrative support experience.
• Experience in using personal computer, Microsoft Windows, Word, Outlook, Excel and PowerPoint.

Professional experience and knowledge - Desirable

• Experience in event organization.
• Experience in an international organization. Experience in using Microsoft Access and Project.
• Experience in English-Spanish-English translation and proofreading.

Language Skills

Essential

• Fluent reading, writing and speaking abilities in English and Spanish.

Desirable

• Knowledge of French.
• Knowledge of any another languages of the Organization (Arabic, Chinese, Russian, Spanish).
COMPETENCIES

Professionalism: Strong knowledge of administrative procedures, as well as maintenance of records; strong computer skills; and extensive knowledge of MS Office. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matters conscientious and efficient in meeting commitments, observing deadlines and achieving results; is well organized, shows good judgement, is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Incumbent is punctual, respects schedules, shows respectful human interactions in a multi-cultural environment.

Communication: Speaks and writes clearly and effectively in English and Spanish; 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.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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; provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Commitment to Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

CONDITIONS OF EMPLOYMENT

It should be noted that this post is to be filled on a fixed-term basis for an initial period of one year (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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<th>Remuneration:</th>
<th>Level</th>
<th>Net Base Salary per annum</th>
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<td>G-4</td>
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<td>MXN 350,070</td>
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HOW TO APPLY
Interested candidates must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: https://careers.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.