

Título: **Recepcionista**
Grado: **G3**
Tipo de contrato: Temporal
Lugar de trabajo: Acayucan, Veracruz

CONTEXTO OPERACIONAL

La violencia y la persecución causada por la delincuencia organizada como las “maras” del norte de Centroamérica continua siendo una causa de desplazamiento forzado para miles de personas que no encuentran alternativas de protección en su país y llegan a México. Adicionalmente, la inestabilidad política de Venezuela ha provocado que cada vez más personas lleguen a México en búsqueda de asilo.

En este contexto, para garantizar la eficiente respuesta humanitaria y la coordinación en la recepción, determinación del estatuto e integración de las personas con necesidades de protección internacional, el ACNUR apoya al Gobierno Mexicano en la implementación del Capítulo México del Marco Integral Regional para la Protección y Soluciones (MIRPS), la aplicación regional del “MIRPS”. El ACNUR en México está trabajando junto a la Comisión Mexicana de Ayuda a Refugiados, órganos del poder judicial, instituciones públicas y organizaciones de la sociedad civil en el desarrollo de una política integral de asilo. Esto incluye (de manera enunciativa más no limitativa): 1) el cálculo de las necesidades presupuestarias de los municipios, estados y federación para el desarrollo e implementación de una política integral de asilo; 2) establecer un mecanismo de funcionamiento entre los diversos niveles y órdenes de gobierno; 3) diagnosticar y articular la inserción de solicitantes de asilo y refugiados reconocidos en los programas y servicios nacionales ya existentes.

En México, el ACNUR cuenta con un red de cinco oficinas localizadas en Tapachula, Chiapas; Tenosique, Tabasco; Acayucan, Veracruz; Saltillo, Coahuila, y la Representación en la Ciudad de México.

COMO POSTULAR: Enviar solicitud al correo mexmevac@unhcr.org con el asunto: **APELLIDO/Recep/VER;** junto con el formato Historia Personal (P.11) que puede encontrar en: (www.unhcr.org/recruit/p11.zip), su CV y una carta de una página indicando los motivos de su postulación.

Está vacante es exclusivamente para candidatos de nacionalidad mexicana.

Fecha límite para postular: 12 de diciembre de 2018. Se espera que la persona seleccionada esté disponible en enero de 2019.

NOTA: Solo se contactará a las personas que hayan sido considerados relevantes para el proceso de selección.



UNHCR JOB DESCRIPTION

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification⁽¹⁾: November 2016

(STANDARD)

PART 2A – IDENTIFICATION OF POSITION

Position Title: **Clerk/Receptionist**

Position Grade: **G3**

Position Location : Acayucan, Veracruz

PART 2B – POSITION REQUIREMENTS

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, describing its leadership role, if any, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The Clerk provides clerical and administrative assistance to the immediate supervisor and/or the Office as a whole. The incumbent is normally supervised by the Admin Officer or Associate. S/he receives regular guidance and instructions from the supervisor on procedural aspects of the work. As per specific instructions, the incumbent may require liaising with other internal or external entities, to ensure effective delivery of services and achievement of objectives.

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability (*key results that will be achieved*)

- UNHCR Office has sufficient clerical support thus better able to meet its objectives.

Responsibility (*process and functions undertaken to achieve results*)

- Sort and prioritize all incoming correspondence, reports, etc. and direct to other responsible staff members where necessary.
- Draft routine correspondence based on instructions provided by the supervisor or based on background information available on office files.
- Maintain calendar of appointments and schedules of meetings and travel for the supervisor, perform such clerical tasks as the completion of travel authorization requests, stationery request forms, etc.
- Make or answer telephone calls directing the caller to the responsible officer concerned and/or taking messages or providing general information.
- Provide general clerical support to visiting staff members.
- Maintain correspondence, reports and confidential files.
- Utilize office equipment and computer as required.
- Perform other related duties as required.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Access the relevant information and records which may be sensitive and confidential.
- Prioritise tasks in consultation with the supervisor.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.

- | <u>Code</u> | <u>Managerial Competencies</u> |
|----------------------------------|--------------------------------|
| 1. <input type="checkbox"/> M001 | Empowering and Building Trust |
| 2. <input type="checkbox"/> M002 | Managing Performance |
| 3. <input type="checkbox"/> M003 | Judgement and Decision Making |
| 4. <input type="checkbox"/> M004 | Strategic Planning and Vision |
| 5. <input type="checkbox"/> M005 | Leadership |
| 6. <input type="checkbox"/> M006 | Managing Resources |

- | <u>Code</u> | <u>Cross-Functional Competencies</u> |
|---|--------------------------------------|
| 1. <input type="checkbox"/> X001 | Analytical Thinking |
| 2. <input type="checkbox"/> X002 | Innovation and Creativity |
| 3. <input type="checkbox"/> X003 | Technological Awareness |
| 4. <input type="checkbox"/> X004 | Negotiation and Conflict Resolution |
| 5. <input checked="" type="checkbox"/> X005 | Planning and Organizing |
| 6. <input type="checkbox"/> X006 | Policy Development and Research |
| 7. <input type="checkbox"/> X007 | Political Awareness |
| 8. <input type="checkbox"/> X008 | Stakeholder Management |
| 9. <input type="checkbox"/> X009 | Change Capability and Adaptability |

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

- Completion of Secondary Education.
- Minimum 3 years of previous relevant work experience.
- Fluency in English (or UN working language of duty station if not English) and local language.

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.

- Computer skills.