



The recruitment policy of the WTO is to seek to attract and retain staff members offering the highest standards of competence, efficiency and integrity. As an Equal Opportunities Employer, the WTO gives full regard to merit and diversity.

Vacancy Notice No.: EXT/F/16-18

Issued on: 11 March 2016

Title: Office/Travel Assistant

Application Deadline (CET): 11 April 2016

Grade: 4

Division: Office of the Director-General

Contract Type: Fixed-term

Starting Salary: CHF 66,025 net per annum (approximate)

Duration: Two years with the possibility of extension

Other Conditions: In accordance with WTO Staff Regulations and Staff Rules and WTO Pension Plan Regulations.

The World Trade Organization offers an attractive compensation package including an annual net salary (subject to mandatory deductions for pension contributions and health insurance), dependency benefits, pension plan, health insurance scheme, separation grant, and 30 days annual leave. Benefits for internationally recruited staff may include travel and removal expenses on appointment and separation, installation grant, education grant, rental subsidy, and home leave.

Additional information on the compensation package is provided on the WTO website:

http://www.wto.org/english/thewto_e/vacan_e/comp_package_e.pdf.

The Secretariat of the WTO is seeking to fill a position of Office/Travel Assistant in the Office of the Director-General.

General Functions

Under the supervision of the Office Coordinator, the incumbent will perform the following duties:

1. Provide air and ground travel-related services to the Director-General and Advisors in the Office of the Director-General (e.g. research on flights, arrange ground transportation, accommodation, VIP services, and liaise with protocol officers). In coordination with the in-house Travel Agency, propose the best available travel options and make reservations. Liaise directly with airlines for reservations and/or cancellations. Carry out all the administrative processes relating to travel prior to and after trips (e.g. visa applications, preparation of travel-related programmes and itineraries).
2. In addition to travel-related services, and when workload permits, provide secretarial support to the Office of the Director-General and undertake any other tasks as assigned.
3. Respond to and screen telephone calls as appropriate.

REQUIRED QUALIFICATIONS

Education:

Completed secondary education; air and ground travel-related qualifications would be an advantage.

Knowledge and Skills:

Good understanding of air and ground travel services (including flight routings, aeroplane set-ups, protocol services procedures, etc.). Excellent understanding of generic travel policies.

Proficiency in using internet-based travel information software and services (airline, hotel websites etc.).

Word processing skills; proficiency in MS suite of applications (or equivalent).

Excellent organisational skills; accuracy, detail focused; ability to work under pressure and strict deadline; and tact and discretion.

The following interpersonal capabilities are required: ability to relate to and build relationships with colleagues; ability to communicate and understand clear factual information; ability to persuade others to a point of view using facts; ability to face and cope with conflict situations with colleagues; and ability to work as a member of a team, relating to others, while working independently to achieve his/her objectives.

The job requires a willingness to be flexible in working hours depending on work demands and schedules.

Work Experience:

Minimum three to four years' experience in a travel-related service area. Experience in office secretarial support would be an advantage.

Languages:

Excellent speaking, reading and writing skills in English; ability to communicate well in French (oral and written) and knowledge of Spanish would be an asset.

Additional Information:

The position may be offered at a lower grade if the selected candidate does not fully meet all the required qualifications.

Only applications from nationals of WTO Members will be accepted.

The WTO may use various communication technologies such as video or teleconference for the assessment and evaluation of candidates. The recruitment process may also involve the use of various forms of testing, assessment centres, interviews and reference checks.

Candidates not selected whose performance in the selection process nevertheless shows them to be suitable for a similar position may be kept on a roster for up to 12 months, and may subsequently be called upon as and when the need arises for additional resources.

APPLICANTS MAY BE REQUIRED TO SIT A WRITTEN EXAMINATION

APPLICANTS WILL BE CONTACTED DIRECTLY IF SELECTED FOR AN INTERVIEW

Please note that all candidates must complete an online application form.
To apply, please visit the WTO's E-Recruitment website at: <https://erecruitment.wto.org>.

The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the closing date – Central European Time (CET) – stated in the vacancy announcement.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE
CLOSING DATE WILL NOT BE ACCEPTED

The WTO is a non-smoking environment.