

Travel Assistant at United Nations Office at Nairobi (UNON)

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Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); United Nations and regional organizations; provides administrative and other support services to the United Nations Environment Programme (UNEP) and the United Nations Human Settlements Programme (UN-Habitat); provides joint and common services to other organizations of the United Nations system in Kenya, as applicable; and manages and implements the programmes of administration, conference services and public information and provides security and safety services for United Nations staff and facilities in the United Nations Office at Nairobi.

Requirements

Competencies

PROFESSIONALISM : Knowledge of travel related processing requirements; ability to recognize and act in the face of conflicting priorities; ability to perform analysis, modeling and interpretation of data in support of decision-making; 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.

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 audience; demonstrates openness in sharing information and keeping people

informed.

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.

Education

Completion of high school diploma or equivalent is required.

Job – Specific Qualification

Specialized Travel Agent training (such as IATA certification or equivalent) is required.

Work Experience

A minimum of five years of progressively responsible experience in travel administration, travel rate construction, routing, and travel reimbursement, or related area is required.

Working experience in the ERP System, Systems Applications and Products(SAP) is required.

Three years of working experience in the UN system or similar international organization is desirable.

Experience arranging travel for large group of meeting participants is desirable. 1 year or more of experience in data analytics or related area is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required. Knowledge of another official United Nations language is desirable. NOTE “Fluency equals a rating of “fluent” in all four areas (read, write, speak, understand) and ” Knowledge of equals a rating of’ confident” in two of the four areas

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