**Client Servicing Associate/Assistant**

**Vacancy No.** IRC3117 / IRC3116, multiple positions

The post is located in the Shared Services Centre (SSC), Budapest, Hungary, providing support and transaction processing services to clients and organizational units.

The Office Associate/Assistant leads and coordinates the service providing support functions. He/she ensures the smooth flow of work and information by setting priorities and organizing the day-to-day work. The job role requires in-depth knowledge and interpretation of policies, procedures and practices. The incumbent provides procedural guidance to managers and staff of the FAO.

The Office Associate/Assistant reports to an Officer. Work is performed with high degree of initiative and independent judgment. Supervision received is focused on facilitating service delivery. The incumbent effectively organizes and supervises other office support staff and provides relevant guidance and training.

**Working Relationships**

The incumbent maintains a wide range of contacts with managers, staff and counterparts both within and outside the Organization. Work relations may be on a high organizational level, requiring very good communication skills and experienced handling of issues.

**Key Functions/Results**

* Assist the Officer in managing day-to-day operations in one of the following areas of the Shared Services Center:
  + the Contact Centre and Help Desk Unit,
  + the process servicing units of Human Resources,
  + the process servicing unit of Finance,
  + the process servicing unit of Travel,
  + the performance management and Administration Unit.
* Provide wide range of administrative services and processing relating to Human Resources, Finance, Travel or other areas;
* Provide advice on complex system, procedural and administrative matters;
* Identify where users encounter problems in processing transactions, identify data discrepancies in the system, propose adjustments as appropriate, participate and lead the testing of system and procedural changes;
* Proactively build relations with the SSC clients, understand and anticipate their needs for effective administrative support and propose improvements to the client support services;
* Initiate a variety of transactions in the FAO Global Resource Management System.

The incumbent’s work impacts directly the effective operations of the FAO as the Shared Services Center play a key role in the daily operations of FAO. He/she plays a lead role in the coordination and provision of the services and their related support.

Candidates are invited to apply through FAO’s iRecruitment system. Click on the link below to access iRecruitment, complete your online profile and apply for the vacancy:

Junior Assistant positions: <http://www.fao.org/fileadmin/user_upload/VA/pdf/IRC3116-G-3-REU.pdf>

Senior Assistant and Associate positions: <http://www.fao.org/fileadmin/user_upload/VA/pdf/IRC3117-G-6-REU.pdf>

To facilitate the screening and evaluation process, please include as part of your submission a cover letter that clearly indicates which area(s) in the SSC you would like to contribute to, more specifically:

HR Services

Finance Services

Travel Services

Contact Center / Help Desk

Administration

Please describe in this cover letter in a few paragraphs why you believe your skills and experience are relevant. You can also add any other details that may contribute to the evaluation process.

Only applications received through iRecruitment will be considered. Incomplete applications will not be considered. If you need help, or have queries, please contact: [iRecruitment@fao.org](mailto:iRecruitment@fao.org)

Deadline for application is 29 February 2016. Applications received after the closing date will not be accepted.