



POSITION TITLE:	Accounting / CRM Associate	GRADE:	G-6
LOCATION:	Budapest, Hungary	DURATION:	Fixed Term
ORGANIZATIONAL UNIT:	Customer Relations Management (CRM) Group, Shared Services Centre	POST NUMBER:	2000545

DUTIES AND RESPONSIBILITIES

Under the supervision of the Finance / CRM Officer, the incumbent will support the SSC clients with information, guidance and technical assistance and process various types of transactions in FAO corporate administrative systems. In particular the candidate will:

KEY FUNCTIONS

- assist the Finance / CRM Officer in managing day-to-day operations of the CRM Group;
- leading or supervising a client relationship team, including assigning tasks and providing guidance to team members;
- assist FAO personnel, transaction initiators and approvers in processing Procure to Pay, Finance, Travel and HR transactions in the ERP, and advise on associated rules and procedures;
- assist users in operating FAO corporate systems (Budget Maintenance Module, Management Information System, iRecruitment, and several others);
- 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 in testing system 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 routine transactions in the FAO Global Resource Management System;
- perform other duties as required.

MINIMUM REQUIREMENTS – CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Education: Secondary school education.

Experience: Five years of administrative work experience.

Language: Working knowledge (Level C) of English.

- Technical:**
- Familiarity with ERP systems and financial regulations and rules of international or large organizations.
 - Judgment, personal initiative, tact and discretion. Ability to organize and delegate work, establish and communicate priorities and to meet and monitor deadlines.
 - Ability to work systematically, handle data and analyze trends, structure and present information.
 - Ability to collaboratively work as a member of a team.
 - Flexibility in learning new tasks, accepting new assignments and work in shifts if necessary.

DESIRABLE REQUIREMENTS

Education: Additional training in customer support, accounting, business administration or other related fields.

Experience: Experience in customer support, accounting, budget or other related fields would be an asset.

Language: Knowledge of other FAO official language(s) (Arabic, Chinese, French, Russian, Spanish)

All candidates should possess computer/word processing skills and be able to establish and maintain effective working relationships with people of different national and cultural background.

Candidates must be legally present in Hungary at the time of application, recruitment and hire.

REMUNERATION

Remuneration is established in accordance with the ICSC General Service local salary scale.

Please send your application by email, quoting

VA-2014-6-SSC

E-mail: VA-2014-6-SSC@fao.org

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