

Posting Title : CUSTOMER SERVICE DELIVERY MANAGER, P5
Job Code Title : SENIOR PROGRAMME MANAGEMENT OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 14 November 2018-27 November 2018
Job Opening number : 18-PGM-RSCE-106629-J-ENTEBBE (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org .Setting And Reporting

The United Nations Regional Service Centre in Entebbe (RCSE) is a shared service centre based in Uganda that provides efficient, scalable and client-oriented services for United Nations field missions in Africa. The mandate of the RSCE is to provide operational support to the missions in Africa. The RSCE employs a Service Line approach with a process-based approach better suited for high volume transactions, a standardized service delivery with equivalent outcomes for all client missions. The emphasis is on enhanced client satisfaction rather than functional requirements, demonstrated mainly by faster processing times for high quality transactions. It also serves to strengthen accountabilities through: Clearly defined service delivery expectations linked to roles and responsibilities established within the service level agreements; Increased ownership of end-to-end processes and key performance indicators (KPIs). RSCE is implementing a Client Services Pillar within the Center to develop a client-oriented culture aimed at improving the level of services provided to the RSCE clients and achieving exceptional customer experience. The establishment of the Client Service Pillar will drive increased client satisfaction, increased impact, improved efficiency, spend optimization. RSCE is searching for qualified, competent, dynamic, energetic and self-motivated individual to fill the position of Customer Service Delivery Manager. This position is located in United Nations Regional Service Centre, Entebbe. The Customer Service Delivery Manager will report to the Chief of the Regional Service Centre, Entebbe.

Responsibilities

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Within delegation of authority, the Customer Service Delivery Manager will lead the Client Service Pillar of the RSCE to achieve the following objectives:

- Lead a Client Service Pillar to deliver high quality, timely and cost-effective finance, HR and

travel services to RSCE clients through a common service delivery model

- Establish "One Client Experience" for the RSCE. A "One Stop Shop" for all client queries, while eliminating issues such as resolution shopping, multiple focal points, inconsistent responses as well as reducing the administrative and transactional burden on missions

- Improve accountability through service level agreements and performance scorecards.

Ensure the RSCE delivers customer focused, efficient services, while monitoring that the right work is performed by the right resources

- Leverage existing tools and practices: to support faster and easier implementations

General Responsibilities

Ensure the Contact Centre Generalists have the training and tools to meet and exceed customer service expectations. Serve as point of contact for any case escalations from the Contact Centre Manager; Contribute to managing performance evaluation of Contact Centre Manager and Client Relation Manager; Work closely with the Contact Centre Manager to monitor and manage staff ratios to ensure customer needs are met; Manage quality assurance activities to assess performance, to align to service levels, and improve performance; Manage, engage and schedule client and mission visits to keep the ongoing relationship intact; Manage overall day-to-day client relationship in conjunction with the other service delivery managers; Participate and represent RSCE in the client governance council; Develop an environment and culture of measurement, monitoring metrics and continuous improvement at RSCE; Establish and monitor RSCE-wide metrics in collaboration with the Finance and HR Service Delivery Managers; Ensure effective and optimal service delivery as per the defined and agreed upon service level agreement; Lead service delivery specific risk assessment and mitigation strategy; and Closely work with the client counterpart to resolve escalated issues; Develop and implement the Client Service pillar's communication strategy against planned targets and goals to promote customer service delivery to all RSCE customers; Establish collaborative partnerships with stakeholders at all levels and apply change management methodologies and tools to develop and implement the customer service initiatives that are consistent with RSCE's strategy; Leverage information technology to develop and implement effective methods and tools to assess organizational awareness and acceptance of the Client Service pillar initiatives and the use of information technology as an enabler of effective collaboration and multidimensional communications; Manage, maintain and enhance knowledge-sharing platforms to expand capacities and expertise and encourage knowledge-sharing on best practices; Monitor and analyze the Client Service pillar's knowledge management networks, tools and methodologies and their viability to support RSCE's strategic objectives

Customer Service Responsibilities

Ensure service is delivered in line with agreed controls and procedures, Service Level Agreements (SLA) and Key Performance Indicators (KPIs); Initiate and support continuous improvement opportunities (both system and procedural) ; Collect and provide information for monthly key performance indicators

Managerial Responsibilities

Support recruiting, staffing, and onboarding processes as appropriate; Oversee performance management processes and complete performance evaluations for direct reports; Oversee time management processes (e.g., time approval, scheduling, etc.); Manage, coach and mentor the

team to continuously improve performance and achieve individual and team objectives; Ensure operational costs are in line with relevant budgetary controls; Coordinate and liaises closely with key stakeholders as well as operations management as appropriate; Report on the operational and strategic objectives

Competencies

Professionalism: Demonstrated in-depth knowledge of all aspects of Customer Service Delivery with proven analytical skills; Organizes resources and activities to get things done regardless of obstacles. Demonstrates an ability to get more out of fewer resources by reducing waste and increasing results; Brings in new and improved processes into an organization. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Teamwork: Works collaboratively with colleagues to achieve organizational goals. Solicits input by genuinely valuing others' ideas and expertise. Is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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.

Leadership: Serves as a role model that other people want to follow; Empowers others to translate vision into results; Is proactive in developing strategies to accomplish objectives; Establishes and maintains relationships with a broad range of people to understand needs and gain support; Anticipates and resolves conflicts by pursuing mutually agreeable solutions; Drives for change and improvement; does not accept the status quo; Shows the courage to take unpopular stands.

Education

Advanced university degree (Masters or equivalent) in Economics, International Development, Social Sciences, public administration, business administration or related area is required. A first-level university in combination with an additional two (2) years of qualifying experience may be accepted in lieu of the advanced university degree is required. Technical or vocational certificate in Economics, International Development, Social Sciences, public administration, business administration or related area is desirable.

Work Experience

A minimum of ten (10) years' experience in a customer service function with five (5) years of directly related managerial experience or related area is required. Previous experience working in a United Nations common system field operation (inclusive of peacekeeping, political missions and UN agencies, funds and programmes) – or similar international organization or non-governmental organization - in a conflict or post-conflict setting is desirable. A minimum of three (3) years' experience in shared services environment is desirable.

Knowledge of ERP and CRM tools preferably used in UN System is desirable. Experience developing and implementing processes, procedures, systems and / or standards is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in oral and written English is required. Knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an informal interview.

Special Notice

- This temporary position is available for a period of 364 days, subject to extension based on the availability of the position. If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.
- While this temporary assignment may provide the successful applicant with an opportunity to gain new work experience, the selection for this position is for a limited period and has no bearing on the future incumbency of the post.
- Subject to the funding source of the position, the eligibility for this temporary job opening may be limited to candidates based at the duty station.
- This temporary job opening may be limited to "internal candidates," who have been recruited through a competitive examination administered according to staff rule 4.16 or staff selection process including the review of a central review body established according to staff rule 4.15.
- Staff members of the United Nations common system organizations who will reach the mandatory age of separation or retirement within the duration of the current temporary need period are not eligible to apply. Submitting an application or selection for the current temporary job opening does not delay or increase the mandatory age of separation.
- Retirees above the mandatory age of separation who wish to be considered for the current temporary job opening must indicate the reason for their last separation as "retirement." Such retirees shall not be employed by the Organization, unless (a) the operational requirements of

the Organization cannot be met by staff members who are qualified and available to perform the required functions; and (b) the proposed employment would not adversely affect the career development or redeployment opportunities of other staff members and represents both a cost-effective and operationally sound solution to meet the needs of the service.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation or sexual abuse, or crimes other than minor traffic offences, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, *inspira*. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING,

OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.