

Posting Title : CLIENT SERVICES OFFICER, P3
Job Code Title : CLIENT SERVICES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 26 November 2021-2 December 2021
Job Opening number : 21-ADM-RSCE-169442-J-ENTEBBE (R)
Staffing Exercise : N/A

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

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and Information and Communications Technology (ICT) support. In addition to these services, the Office of the Director RSCE and support offices through the Deputy Chief RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

The position is in the Regional Service Centre Entebbe (RSCE) in the Client Services Delivery Pillar. The incumbent will report to the Chief, Client Service Delivery Pillar.

Responsibilities

Within delegated authority, the Client Services Officer will be responsible for Client Experience strategy implementation, and carry out the following duties:

General Responsibilities

- Drive the implementation of the Client Service Delivery Model strategy through managing client relationships.
- Review and provide input into drafting of the Service Level Agreements and ensure they are monitored effectively.
- Contribute to the development and implementation of quality monitoring, call recording and customer insights systems and processes to improve client service.
- Monitor client service Key Performance Indicators (KPIs) and collaborate with RSCE counterparts to drive strategies to achieve positive customer experience.
- Ensure staff handling the Call Management have the training and tools to meet and exceed customer service expectations.

Customer Service Responsibilities

- Ensure efficient client service delivery to all RSCE clients.
- Support the establishment of the RSCE hub-and-spoke model with client missions, working closely with mission counterparts to ensure the Client Support Units are operational.
- Ensure services are delivered to RSCE clients in line with agreed controls and procedures, Service Level Agreements (SLA) and Key Performance Indicators (KPIs).
- Contribute to the planning and implementation of the knowledge management strategy of the Centre as relates to the Client Services Unit.
- Identify improvement opportunities (both system and procedural.)
- Compile information on the KPIs of the Client Service Pillar, for action by the Customer Service Officer (Internal Service).
- Lead the development the call center tools as well as related process documentation and system enhancements.
- Monitor the implementation of the support mechanisms and enabling technologies in close coordination with Regional Communication Information Technology Service (RCITS).
- Ensure communication is effectively delivered and concerns are being addressed appropriately.
- Serve as the point of contact for any case escalations from the Client Service Officers, as well as for complex and VIP queries.

Operational Responsibilities

- Manage, oversee the performance and complete performance evaluations for direct reports.
- Oversee time management processes for direct reports. (e.g., time approval, scheduling, etc.)
- Coach and mentor the team to continuously improve performance and achieve individual and team objectives.
- Coordinate and liaise closely with key stakeholders as well as RSCE Management, as appropriate.
- Report on the operational and strategic objectives of inquiry services of the Unit.
- Support recruiting, staffing, and onboarding processes as appropriate.

- Focal Point at the RSCE for co-ordination with client mission Client Support Units (CSU) on client support matters.

Competencies

Professionalism: Knowledge of the quality metrics and customer services metrics, service level agreements and customer survey techniques. 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.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

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

A minimum of a first level university degree (Bachelor or equivalent) or Master's Degree in Economics, Business Administration, Social Science or related field is required.

Job Specific Qualifications

Work Experience

At least 5 years (in combination with a Master's Degree), or 7 years (in combination with a first level degree) progressive experience in a customer service function, programme management, public administration or related area is required.

At least 2 years of progressively responsible experience in developing and implementing processes, procedures, systems and / or standards in a client service delivery setting is required

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.

Experience in a shared services environment is desirable.

Languages

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

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

This position is temporarily available until 31 May 2022. 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.

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.

The United Nations Secretariat is committed to achieving 50/50 gender balance and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

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, sexual abuse, or sexual harassment, 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. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

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.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

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.