

Posting Title : CLIENT SERVICES OFFICER (SERVICE MANAGEMENT), NOC
Job Code Title : CLIENT SERVICES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 5 March 2021-3 April 2021
Job Opening number : 21-ADM-RSCE-150988-R-ENTEBBE (M)
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

Main Duties and Responsibilities

Within delegated authority, the Client Services Officer (Service Management) will be responsible for managing client service operations including client query management and managing the Client Support Unit (CSU) and carry out the following duties:

General Responsibilities

- Lead and Coordinate tier 1 and 2 query management process to deliver efficient customer service.
- Supervise the call management process for the Unit to ensure that it is efficient, and customers are being responded to on time.
- Deliver and facilitate training of customer service representatives.
- Serve as point of contact for any case escalation from the Process Experts and Customer Service Representatives.
- Monitor staff ratios to ensure customer needs are met.
- Participate in quality assurance activities to assess performance, to align to service level agreements, and improve performance.
- Participate in the management of overall day-to-day client relationship.
- Champion the culture of measurement, monitoring metrics and continuous improvement for process experts and customer service representatives.
- Gather information for monitoring Unit metrics.
- Ensure effective and optimal service delivery as per the defined and agreed upon service level agreement.
- Compile and validate information for service delivery specific risk assessment and mitigation strategy.
- Closely work with the client counterpart to resolve escalated issues.

Customer Service Responsibilities

- Ensure service is delivered in line with agreed controls and procedures, Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Initiate and support continuous improvement opportunities (both system and procedural).
- Collect and provide information for monthly key performance indicators.
- Serve as point of contact for any case escalations from the Customer Service Representatives (CSRs).
- Work closely with the client counterpart to resolve escalated issues.
- Monitor and manage staff ratios to ensure customer needs and Tier 1 volume inquiries are being met.
- Monitor the delivery of Tier 1 and 2 service as per the defined and agreed upon service level agreement.
- Support the Tier 1 and 2 service delivery specific risk assessment and mitigation process.

Other responsibilities

- Support recruiting, staffing, and onboarding processes as appropriate.
- Oversee performance management processes and completes performance evaluations for direct reports.
- Oversee time management processes (e.g. time approval, scheduling, etc.)

- Coach and mentor the process experts and customer service representatives to continuously improve performance and achieve individual and team objectives.
- Coordinate and liaise closely with key stakeholders as well as operations management as appropriate.
- Report on the operational objectives.

Competencies

Professionalism: Knowledge of 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 and 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 a related field is required.

Work Experience

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

Knowledge of Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) tools used by RSCE and UN Missions e.g. System Application Product (SAP) is required.

Experience working in a United Nations common system field operation (inclusive of peacekeeping, political missions and UN agencies, funds and programs) – 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.

Previous experience in governmental or non-profit organization, preferred 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. Fluency in English is required. Knowledge of French is desirable.

Assessment

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

Special Notice

This post is funded for an initial period of one year and may be subject to extension.

This position is open to eligible nationals of Uganda only

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff.

Female candidates are strongly encouraged to apply for this position.

Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all Staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

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.