

**Job Opening for  
CLAIMS ASSISTANT  
UNSMIL-GS4-JO011/2019**

<b>Title:</b>	Claims Assistant
<b>Level:</b>	GS-4
<b>Duty Station:</b>	Tripoli, Libya
<b>Section:</b>	Property Management Unit
<b>Number of Positions:</b>	One (1)
<b>Date of Issue:</b>	20 February 2019
<b>Deadline for Applications:</b>	06 March 2019

**WOMEN CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY****HOW TO APPLY:**

**STEP 1: INTERESTED APPLICANTS SHOULD SUBMIT THEIR APPLICATION USING THE UNITED NATIONS PERSONAL HISTORY FORM P.11**

(P.11 obtainable at the following web site: <https://unsmil.unmissions.org/sites/default/files/p11-form.doc>)

**ANY APPLICATIONS RECEIVED IN A FORMAT DIFFERENT TO THE UNITED NATIONS PERSONAL HISTORY FORM (P.11) WILL NOT BE CONSIDERED.**

**STEP 2:** Qualified candidates must submit their application using the P.11 template listed in STEP 1 by e-mail to [unsmil-hrstaffing@un.org](mailto:unsmil-hrstaffing@un.org). **The application** MUST include only the Job Opening No. in the subject line of their e-mail (e.g. UNSMIL-GS5-JO011/2019)

**ORGANIZATIONAL SETTING AND REPORTING:**

This position is located within the Property Management Unit in the Mission Support Services of the United Nations Support Mission in Libya (UNSMIL). The position is based in Tripoli, Libya. The incumbent will be under the overall supervision of the Property Management Officer.

UNSMIL's mandate as renewed in SC resolution 2434 of 13 September 2018 includes, as an immediate priority, support to the Libyan political process, as well as the undertaking of: (a) support to key Libyan institutions; (b) support for the provision of essential services and delivery of humanitarian assistance; (c) human rights monitoring and reporting; (d) support for securing uncontrolled arms and related materiel and countering their proliferation; and (e) coordination of international assistance, and provision of advice and assistance to GNA-led efforts to stabilize post-conflict zones.



**JOB DESCRIPTION:**

Within limit of delegated authority, the incumbent will perform the following functions:

**Secretary of Local Property Survey Board (LPSB):**

- Assembles, copies, distributes papers, case presentations, memoranda and agendas to the members of the Board before each LPSB meeting.
- Prepares cases for submission. Participates, documents and follows-up on all the Committee meetings.
- Ensures that all documentation is promptly submitted, and case files are correctly established.

**Secretary of Local Claims Review Board (LCRB):**

- Assembles, copies, distributes papers, case presentations, memoranda and agendas to the members of the Board before each LCRB Meeting.
- Drafts, reviews and applies policies, procedures, objectives and guidelines affecting claims.
- Drafts correspondence as required.
- Acts upon instructions issued and decisions taken by the same board.
- Reviews supporting documents attached to claims to verify accuracy and reasonableness while ensuring compliance with UN Rules and Regulations.
- Consolidates requests for claims or reimbursement according to the mission's delegation of authority for resolving claims.
- Ascertains that the case files are accurately updated in the CRB database.
- Maintains the integrity and the update of case files, registers and other cross references.
- Forwards to HCRB all the cases requesting their consideration and review.
- Prepares Administrative Write-off (AW) cases and correspondent summary for approval by the Chief Mission Support, providing clarifications and information when requested.
- Compiles reports on Settlements of Claims to be sent to UNHQ for their consideration on a semi-annual basis.
- Updates Accidents/Incidents database and facilitates the monitoring of any repetitive misconduct.
- Drafts correspondence as required.
- Perform other tasks as required.

**COMPETENCIES:**

**Professionalism:** Ability to perform a broad range of administrative and reporting writing functions. Knowledge of general office and administrative support tasks. 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.

**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 clients.





**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.

#### QUALIFICATIONS:

**Education:** High school diploma or equivalent.

**Experience:** A minimum of three (3) years of progressively responsible experience in claims and property survey, legal or paralegal related functions is required; relevant experience in investigation case analysis and writing reports is desirable; relevant experience working in a United Nations common system field operation (inclusive of DPKO, DPA and UN agencies, funds, and programmes) - or similar international organization or non-governmental organization is desirable.

**Language:** English and French are the working languages of the UN Secretariat. For this post, fluency in spoken and written English and Arabic is required.

**Other Requirements:** Proficiency in computer-based applications such as Word, excel and Power point in particular. Driving license is required.

#### ASSESSMENT:

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

#### SPECIAL NOTICE:

Recruitment in the General Service category shall be made in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country, and shall comply with any host country agreement in effect. Applicants who are not nationals from Libya must meet the relevant employment requirements of the host country, including fulfilling visa or work permit stipulations.

An appointment shall not be granted to a person who is the father, mother, son, daughter, brother, sister, step-children or step sibling of a staff member. This restriction applies to relationships within the United Nations Secretariat and not to those with the separately administered Agencies, Funds or Programmes.

#### ADDITIONAL INFORMATION:

The Claims Assistant assists in the accomplishment of efficient and timely submission of write off cases and compensation claim cases to the Board. The incumbent of this post is required to collate, review and compile case submissions for presentation to the Chief Mission Support /Property Survey Board as required. Moreover, the incumbent is responsible for the finalization of the disposal records for the written-off UN property. S/he at this level will assist in the management of Claims and Property Survey Unit in the UNSMIL and ensure its effective and efficient operation.

The job entails significant amount of research and attention to details. Ability to determine priorities, follow directives and use initiative in responding accurately and expediently to all requests is of primary importance to the efficient functioning of the office.





United Nations Support Mission in Libya  
بعثة الأمم المتحدة للدعم في ليبيا

The work requires sitting most of the day in the office during working hours, five-days a week, as it is a desk work, and involves walking on the counterparts inside and outside the compound to liaise with other working units and outside the compound to liaise with other UN Agencies, local authorities, contractors as and when required.

The incumbent works in a normal office environment, sharing the space with other colleagues and sharing computers, printers, and photocopiers.

Due to the high volume of applications received, ONLY those applicants who are short-listed will be notified.

**Incomplete applications or applications received after the deadline will not be considered.**

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.

