



## JOB PROFILE

<b>JOB TITLE</b>	<b>ADMINISTRATIVE ASSISTANT</b>
<b>JOB CODE</b>	<b>0131</b>
<b>INSTITUTION/AGENCY</b>	<b>WEST AFRICAN HEALTH ORGANISATION (WAHO)</b>
<b>GRADE</b>	<b>G3/G4/G5</b>
<b>DIRECTORATE</b>	<b>GENERAL DIRECTORATE</b>
<b>ANNUAL SALARY</b>	<b>12,489.84 / 26,151.99</b>
<b>NUMBER OF POSITIONS</b>	<b>1</b>
<b>STATUS</b>	<b>PERMANENT</b>
<b>DIVISION</b>	<b>N/A</b>
<b>LINE SUPERVISOR</b>	<b>OFFICE MANAGER</b>
<b>SUPERVISING</b>	<b>N/A</b>
<b>DUTY STATION</b>	<b>CÔTE D'IVOIRE</b>

### ROLE OVERVIEW

Under the supervision of the Office Manager, the Administrative Assistant shall perform routine administrative tasks such as drafting correspondence, managing office supplies, daily office maintenance, and managing utilities. He/she is also responsible for preparing reports and maintaining filing or archiving systems.

### ROLE AND RESPONSIBILITIES

1. Prepare correspondence and ensure their dispatch and follow up where necessary.
2. Manage office supplies in SAP MM module.
3. Develop electronic and manual filing systems to ensure easy filing and retrieval of information and documents.
4. Organise and schedule appointments.
5. Provide general assistance and direct visitors.
6. Provide information by answering questions and requests from other staff.
7. Receive and transfer telephone calls.
8. Perform any other duties as may be assigned by supervisor.

### ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

#### **Education :**

1. Hold a Higher Technical Certificate (BTS/DUT/DTS) or *Higher National Diploma (HND)*. Additional training in administrative, secretarial or commercial practices is desirable.
2. Possession of a professional diploma or higher qualification in administration or logistics is an added asset.

#### **Work experience**

- At least four (4) years of progressively more responsible professional experience in administrative services.
- Good command of basic office and administrative support services, including routine administrative processes and procedures.
- Good command of IT tools and software such as Microsoft Office Word, Excel and Outlook.



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- Working knowledge of the functions, roles and relationships within the work unit in relation to assigned tasks.

### AGE LIMIT

- Must be a citizen of an ECOWAS Member State.
- Must not be more than 35 years of age at the time of recruitment.
- This does not apply to internal candidates.

### ECOWAS KEY COMPETENCIES

**G3-02-01**

**LEADERSHIP**

3. Ability to communicate routine information with confidence and good judgement.
4. Ability to understand own role within the team and strive to contribute to the achievement of team objectives.
5. Ability to manage own career and work independently on routine tasks.
6. Ability to learn and adopt innovative methods to perform own tasks independently or as part of a team.

**G3-03-01**

**CLIENT SERVICE ORIENTATION**

- Ability to develop interpersonal and assertiveness skills in order to interact effectively and efficiently with clients on routine matters or simple concerns.
- Sound understanding of internal processes in place to manage client service issues, particularly those within assigned responsibilities.
- Demonstrate initiative and flexibility to ensure that work is completed and services are provided as expected.

**G3-04-01**

**MULTICULTURAL SENSITIVITY AND ADVOCACY**

- Ability to adopt culturally relevant and appropriate approaches with people from diverse cultural backgrounds.
- Ability to develop interpersonal skills to interact with others in a culturally appropriate manner and in accordance with ECOWAS rules/policies.
- Ability and responsibility for incorporating gender perspectives and ensuring equal participation of women and men in all areas of work.
- Good command of diversity management with regard to daily work expectations and assigned tasks.

**G3-05-01**

**KNOWLEDGE OF ECOWAS**

- Thorough knowledge of ECOWAS' mandate and functions.



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- Ability to keep abreast of the team's activities, plans and objectives. ;
- Good understanding of ECOWAS procedures related to assigned tasks with ability to seek assistance when uncertain.
- Demonstrate a strong interest and commitment to ECOWAS values and activities in the daily performance of duties.

### G3-06-01

### ANALYTICAL AND CRITICAL THINKING

- Ability to perform semi-routine administrative tasks requiring review, including simple numeracy and filing or record-keeping practices.
- Ability to evaluate various ongoing tasks, such as record keeping, transactions and requests, to verify accuracy, frequency and any significant changes or emerging challenges.
- Ability to document own work to facilitate future reference or knowledge transfer.
- Good multitasking and time management skills.

### G3-07-01

### COMMUNICATION

7. Ability to establish good working relationships with others, share information and knowledge, as appropriate, in writing or orally in French and English.
8. Ability to select the most appropriate method, format and tools for communicating information.
9. Ability to convey clear, accurate, concise and relevant information to the appropriate people in a timely manner, using appropriate technologies such as email, hardcopy or face-to-face meetings.
10. Ability to use technology at an advanced level, as required by the position, including MS Office Word and MS PowerPoint. ;
11. Proficiency in information and communication technology (ICT).
12. Good command (oral and written) of any of the official ECOWAS languages, namely English, French and Portuguese. Working knowledge of any of the other languages would be an asset.

### G3-08-01

### PLANNING AND IMPLEMENTATION

13. Ability to follow procedures and protocols in planning and executing assigned tasks, understanding their importance and the logic that underpins them.
14. Ability to formulate own ideas and observations during the planning process to ensure that objectives and targets are realistic.
15. Ability to prioritise workload and find efficient solutions to achieve desired results.  
Plan own work efficiently while remaining flexible enough to adapt to unexpected changes.

**Assessment method:** Assessment of qualified candidates may include a written exercise and a competency-based interview.

#### **ECOWAS Work Environment:**

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore,



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we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity and Inclusion is at the heart of ECOWAS's workforce.

**Disclaimer:**

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.

This position is subject to local recruitment pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2021). All staff in the General Service and related categories shall be recruited from ECOWAS citizens who are resident in the Member state where the position has been advertised. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.