



## JOB PROFILE

<b>JOB TITLE</b>	<b>OFFICE AIDE</b>
<b>JOB CODE</b>	<b>132</b>
<b>INSTITUTION/AGENCY</b>	<b>WEST AFRICAN HEALTH ORGANISATION (WAHO)</b>
<b>GRADE</b>	<b>G1/G2/G3</b>
<b>DIRECTORATE</b>	<b>ADMINISTRATION AND FINANCE</b>
<b>ANNUAL SALARY</b>	<b>6,246.50/ 17,366.81</b>
<b>NUMBER OF POSITIONS</b>	<b>4</b>
<b>STATUS</b>	<b>PERMANENT</b>
<b>DIVISION</b>	<b>N/A</b>
<b>LINE SUPERVISOR</b>	<b>DIRECTOR</b>
<b>SUPERVISING</b>	<b>N/A</b>
<b>DUTY STATION</b>	<b>CÔTE D'IVOIRE</b>

### ROLE OVERVIEW

Under the supervision of the director, the incumbent shall manage the administrative functions of the office, including keeping hardcopy and electronic records, taking notes and writing meeting minutes, and managing office supply inventory.

### ROLE AND RESPONSIBILITIES

- Set up and keep up to date the department's archiving system.
- Receive and record incoming and outgoing mail.
- Scan and create electronic files of all incoming and outgoing mail.
- Create an electronic database of incoming and outgoing correspondence.
- Set up a functional filing and retrieval system for all hardcopy documents.
- Easily access stored documents or information, whether in electronic or hardcopy format.
- Print and bind documents.
- Prepare meeting documents such as participant badges, name tags, welcome kits, etc.
- Manage office supply inventory.
- Answer telephone calls in the absence of the Office Manager.
- Forward messages to the relevant staff accurately and in a timely manner.
- Welcome guests/visitors in the absence of the Office Manager.
- Ensure the smooth running of the office in the absence of the Office Manager.
- Perform any other duties as may be assigned by supervisor.

### ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

#### Education

Hold a Baccalaureate (BAC) or equivalent certificate.

#### Work experience

- At least two (2) years of professional experience as an Office Clerck/Aid or in a similar position.
- Practical experience in schedule management, performing basic office tasks and record keeping.



## JOB PROFILE

- Working knowledge of routine administrative tasks, including semi-routine administrative processes and procedures, related to assigned responsibilities.
- Sound understanding of standard office processes and procedures related to assigned tasks (including the purpose of various forms and record-keeping requirements).
- Working knowledge of office equipment such as scanners, printers, photocopiers, etc.

### 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

#### G1-02-01 LEADERSHIP

- Ability to understand own role within the team and strive to contribute to the achievement of team objectives
- Ability to adapt quickly to new working methods.
- Ability to follow simple instructions and complete work within the allotted time frame.
- Ability to learn from others in the field independently by referring to instructions, guidelines and work manuals.
- Ability to motivate oneself within the organisational structure.

#### G1-03-01 CLIENT SERVICE ORIENTATION

- Ability to interact with others in a candid, prompt and straightforward manner.
- Ability to convey general information accurately and in a friendly manner.
- Ability to manage difficult clients or situations, recognize own limitations and know when to ask for help.
- Ability to interact honestly with clients and prevent conflicts of interest.

#### G1-04-01 MULTICULTURAL SENSITIVITY AND ADVOCACY

- Sound understanding of diversity and multiculturalism management within ECOWAS.
- Ability to interact with others in an appropriate manner that respects multiculturalism and diversity policies and expectations.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to ask questions to clarify expectations regarding multiculturalism and diversity in the daily performance of assigned tasks and learn from different experiences.



## JOB PROFILE

<b>G1-05-01</b>	<b>KNOWLEDGE OF ECOWAS</b>	
<ul style="list-style-type: none"><li>• Ability to clearly understand the objectives of assigned work.</li><li>• Good understanding of the Organisation's mandate.</li><li>• Be able to understand, apply and explain ECOWAS procedures and work instructions.</li><li>• Ability to embody values in the performance of assigned tasks, in accordance with ECOWAS expectations.</li></ul>		
<b>G1-06-01</b>	<b>ANALYTICAL AND CRITICAL THINKING</b>	
<ul style="list-style-type: none"><li>• Ability to keep high-quality records that are easy for others to understand.</li><li>• Ability to identify contacts within ECOWAS to secure information needed to perform assigned tasks.</li><li>• Ability to produce grammatically and orthographically correct writing and formulate justified conclusions from written instructions.</li></ul>		
<b>G1-07-01</b>	<b>COMMUNICATION</b>	
<ul style="list-style-type: none"><li>• Good written communication skills to understand correspondence and emails and respond appropriately.</li><li>• Possess the necessary skills to use appropriate technologies in accordance with assigned responsibilities and internal standards.</li><li>• Proficiency in information and communication technology (ICT).</li><li>• Good command (oral and written) of any of ECOWAS official languages, namely English, French, and Portuguese. Working knowledge of any of the other languages would be an asset.</li></ul>		
<b>G1-08-01</b>	<b>PLANNING AND IMPLEMENTATION</b>	
<ul style="list-style-type: none"><li>• Ability to approach and execute all tasks in a rigorous and organised manner.</li><li>• Ability to identify and assess the urgency and importance of different tasks.</li><li>• Ability to understand the importance of keeping quality records for planning and execution of assigned tasks.</li><li>• Ability to perform tasks in accordance with step-by-step instructions.</li></ul>		

**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, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups,



## JOB PROFILE

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.