



CALL FOR EXPRESSION OF INTEREST

Applicants who have already applied for this position do not need to re-apply

Title:	General Services Technical Assistant	Duty Station:	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/34/GESE/2017	Start date:	As soon as possible
Programme:	General Services	Duration:	12 months
Contractual Status:	Service Contract	Deadline for Applications:	30 September 2017 (deadline extended)

The **World Tourism Organization (UNWTO)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO is currently looking for a **General Services Technical Assistant** for its Building and Office Support Services, within the **General Services Programme**. The General Services Programme is responsible for the management and administration of UNWTO's services for building and office support, purchases and acquisitions, procurement, travel, mail and internal distribution, printing and security. The duties should be discharged in line with UNWTO and United Nations policies, in compliance with the Organization's rules and regulations and within available resources. The General Services Programme covers a large array of services, whose customers are mainly other UNWTO Programmes or its staff. It is expected in its discharge this be taken into account, the Programme Assistant acting as a facilitator to other programs for carrying out their mandates.

Under the overall supervision of the Programme Coordinator, General Services, and the day-to-day supervision of the Senior Programme Assistant for Building and Office Support Services, the Service Contract holder will perform the following duties:

1. Continuously inspects, carries out repairs and routine maintenance tasks of the electrical, mechanical, cooling, ventilation and sanitary/water supply equipment of the UNWTO premises; performs emergency repairs in all mechanical installations, cooling and ventilation systems, air conditioning installations, boiler rooms, burners, heaters, automatic valves, heating substations, temperature control and adjustment equipment, central heating pipework, and makes, if required, necessary adjustments and corrections;
2. Assists in performing office relocations and re-arrangements (furniture moving, partition walls, IT installations, etc.), assists in repairing and adapting furniture and equipment, performs corrective painting of walls and provides support in the organization of official events;
3. Assists in ensuring the proper use and maintenance of all mechanical equipment and systems operated by external contractors (catering, cleaning, etc.); liaises with external equipment/systems providers, if and when required;
4. Assists, when required, in adjusting routine maintenance plan for the facilities and equipment and provides support in carrying out and maintaining the inventory of assets of the Organization;
5. Assists in receiving supplies, dispatches items and carries out deliveries within the Organization;
6. Performs other duties as required.

QUALIFICATIONS AND REQUIREMENTS

- Education**
- Completion of secondary education, preferably supplemented by training courses in a field related to the building and office support services;

	<ul style="list-style-type: none"> ▪ Certificates of completion of formal training as electrician, plumber, mechanic, building maintenance or similar technical trainings would be a strong asset.
Experience and basic competencies	<ul style="list-style-type: none"> ▪ Minimum of four years of professional experience in a directly related or comparable field, including maintenance of facilities and equipment; ▪ Ability to work independently with minimal supervision; ▪ Professional and personal maturity; ▪ Flexibility and ability to work, if required, outside standard working hours and on weekends; ▪ Communication skills and client orientation; ▪ Planning and organizing; ▪ Commitment to continuous learning; ▪ Technical awareness and good ability to identify quick, effective and reasonable cost fixes and long-term solutions without guidelines, user manuals or on-going guidance.
Languages	<ul style="list-style-type: none"> ▪ Fluency in Spanish or English is essential, knowledge of the other language is an asset; ▪ Working knowledge of one of other official languages of the Organization (Arabic, French or Russian) is an asset.
Computer Skills	Computer literacy in Microsoft Office software and Windows 7.
Other Skills and Competencies	<ul style="list-style-type: none"> ▪ Integrity; ▪ Professionalism; ▪ Respect for diversity.

Application Procedure Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

Remuneration and Other conditions The monthly remuneration of the selected candidate would be in the base range of **EUR 1,800 and EUR 2,000** depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UNWTO health insurance plan (co-shared scheme in conformity with the Organization's procedures).

This type of recruitment is local.

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- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
 - Short-listed candidates may be asked to take a competitive exam as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
 - **There is no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered.**