



The recruitment policy of the WTO is to seek to attract and retain staff members offering the highest standards of competence, efficiency and integrity.  
As an Equal Opportunities Employer, the WTO gives full regard to merit and diversity.

**Vacancy Notice No.:** EXT/F/18-2

**Issued On:** 18 January 2018

**Title:** Office/Travel Assistant

**Application Deadline (CET):** 15 February 2018

**Grade:** 4

**Division:** Office of the Director-General

**Contract Type:** Fixed-term

**Duration:** Two years with the possibility of extension

**Starting Salary:** CHF 65,341 net per annum (approximate)

**Other** In accordance with WTO Staff Regulations and Staff Rules and WTO Pension Plan Regulations.

**Conditions:** The World Trade Organization offers an attractive compensation package including an annual net salary (subject to mandatory deductions for pension contributions and health insurance), dependency benefits, pension plan, health insurance scheme, separation grant and 30 days annual leave. Benefits for internationally recruited staff may include travel and removal expenses on appointment and separation, installation grant, education grant, rental subsidy and home leave.

Additional information on the compensation package is provided on the WTO website:

[http://www.wto.org/english/thewto\\_e/vacan\\_e/comp\\_package\\_e.pdf](http://www.wto.org/english/thewto_e/vacan_e/comp_package_e.pdf)

**The Secretariat of the WTO is seeking to fill a position of Office/Travel Assistant in the Office of the Director-General.**

### General Functions

Under the supervision of the Office Coordinator, the incumbent will perform the following duties:

1. Provide air and ground travel-related services to the Director-General and Advisors in the Office of the Director-General (e.g. research on flights, arrange ground transportation, accommodation, VIP services, and liaise with protocol officers). In coordination with the in-house Travel Agency, propose the best available travel options and make reservations. Liaise directly with airlines for reservations and/or cancellations. Carry out all the administrative processes relating to travel prior to, during, and after trips (e.g. visa applications, preparation of travel-related programmes and itineraries).
2. In addition to travel-related services, provide secretarial support to the Office of the Director-General and undertake any other tasks as assigned.
3. Respond to and screen telephone calls as appropriate.
4. Back up the Correspondence Assistant during his/her absence.

### REQUIRED QUALIFICATIONS

#### Education:

Completed secondary education. Air and ground travel-related qualifications would be an advantage.

#### Knowledge and skills:

Good understanding of air and ground travel services (including flight routings, aeroplane set-ups, protocol services procedures, etc.). Excellent understanding of generic travel policies.

Excellent organisational skills; accuracy, detail focused; ability to multitask and work under pressure and strict deadlines; and tact

and discretion.

Ability to draft correspondence according to established standards and to various degrees of formality.

Proficiency in using internet-based travel information software and services (airline, hotel websites etc.).

Word processing skills; proficiency in MS suite of applications (or equivalent).

The following interpersonal capabilities are required: ability to relate to and build relationships with colleagues; ability to communicate and understand clear factual information; ability to persuade others to a point of view using facts; ability to face and cope with conflict situations with colleagues; and ability to work as a member of a team, relating to others, while working independently to achieve his/her objectives.

#### Work Experience:

Minimum three to four years' experience in a travel-related service area. Experience in providing a wide range of secretarial/administrative support and in the organization, processing, classification and archiving of correspondence and documentation would be an advantage.

#### Languages:

Excellent speaking, reading and writing skills in English and a good working knowledge of French (oral and written) are required. Knowledge of Spanish would be an asset.

#### Additional Information:

The job requires the incumbent to be available to work outside regular working hours when required and on short notice.

The position may be offered at a lower grade if the selected candidate does not fully meet all the required qualifications.

Only applications from nationals of WTO Members will be accepted.

The WTO may use various communication technologies such as video or teleconference for the assessment and evaluation of candidates. The recruitment process may also involve the use of various forms of testing, assessment centres, interviews and reference checks.

Candidates not selected whose performance in the selection process nevertheless shows them to be suitable for a similar position may be kept on a roster for up to 12 months, and may subsequently be called upon as and when the need arises for additional resources.

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OFFICE(18)/5

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APPLICANTS MAY BE REQUIRED TO SIT A WRITTEN EXAMINATION

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APPLICANTS WILL BE CONTACTED DIRECTLY IF SELECTED FOR AN INTERVIEW.

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Please note that all candidates must complete an online application form.

To apply, please visit the WTO's E-Recruitment website at: [erecruitment.wto.org](http://erecruitment.wto.org). The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the closing date - Central European Time (CET) - stated in the vacancy announcement.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE CLOSING DATE WILL NOT BE ACCEPTED



The WTO is a non-smoking environment