

INTERNATIONAL MONETARY FUND
South Asia Regional Training and Technical Assistance Center

The IMF- South Asia Regional Training and Technical Assistance Center (SARTTAC), is a collaborative effort between the International Monetary Fund (IMF) and several bilateral donors with a mission to strengthen the skills of officials from the six member countries (Bangladesh, Bhutan, India, Maldives, Nepal, and Sri Lanka) in economic analysis, diagnosis, and policy formulation through the provision of capacity building advice and skill development in the IMF's core areas of macroeconomic and financial management.

The IMF SARTTAC invites applications for the following position: Secretary II

The incumbent is responsible for providing reception and administrative support services to the organization, performs full range of clerical, secretarial, and administrative tasks, as assigned ,undertakes tasks/projects with supervision as needed, deliver quality products, and work proactively with other team members to achieve the unit's goals and is expected to back-up others and perform similar assigned work during absences and periods of heavy workload. Secretary II typically reports to Director (SARTTAC).

The job is based in New Delhi at SARTTAC, 6th Floor, Worldmark 2, Aerocity, New Delhi, India-110037.

Duties & Responsibilities:

Answers phone calls, takes messages and directs where appropriate; posts notices/messages for all office staff and visiting missions.

Greets, assists and announces walk-in clients, vendors, job applicants and other visitors to the office in a courteous and professional demeanor.

Provides general information regarding the International Monetary Fund (IMF) and responds to routine inquiries or complaints from clients and members of the public in line with the IMF's policies and management direction.

Solves non-routine problems (e.g., file search in response to questions) and refers non-routine but sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff.

Performs other office support functions, examples of which include receiving, sorting and ensuring distribution of incoming mail; coordinates pouch.

Maintains current distribution lists/ address lists and distributes documents for the team. Also maintains up-to-date work unit files (both paper and electronic).

Types a variety of forms, letters, reports and memos. Edits for correct grammar, spelling and punctuation; proofreads, formats same in accordance with Fund style. Makes distribution as required. Manages incoming/outgoing information (electronic or paper).

Monitors and prepares conference rooms for scheduled meetings.

Makes arrangements/confirms domestic and international travel and hotel bookings for all country office staff, consultants, visiting mission staff and HQ staff relocation to country office. Liaises with visiting missions, e.g., organizes meetings, takes care of logistical requirements, follows up on issues, etc.

Drafts routine correspondence and proofreads and edits materials using proper grammar, punctuation, and style.

Incorporates agreed upon review comments into documents.

Uses word processing or desktop publishing skills to type complex text, reports, figures, graphs, etc., according to standard Fund formats and distribution. Files documents in and retrieves them from document repositories. Searches for information and prints reports from IMF systems. Schedules/coordinates appointments and meetings as instructed by supervisor and/or more senior staff.

Coordinates with service units and liaises frequently with team members both at HQ and in the field. Follows up with appropriate government agencies with respect to resident visas, driver's licenses, for expatriate staff.

Travels abroad (including High risk location countries) in connection with the Center's work
Performs other duties as required.

Work implies frequent interaction with the following:

Office staff at all levels.

IMF Headquarters staff / Other IMF Office Staff

Official visitors.

Vendors/Government officials/ job applicants.

Results Expected:

Incumbent is expected to undertake a variety of reception/administrative tasks, and actively cooperate in team activities, responding to the needs of team members in SARTTAC Office, as well as visitors to the office. The incumbent provides competent office support while working under frequent time pressures. Processes documents accurately and independently. Solves moderately complex problems (e.g., answers requests requiring file search). Ready to seek assistance from more experienced staff and learn from them.

Competencies:

Institutional Knowledge & Functional Expertise – (a) has proficiency in operating office equipment (reproduction, audiovisual, telephone, telecommunications, etc.) and demonstrates proficiency with applications (Word, Excel, and PowerPoint) for routine work, (b) organizational skills required to establish/maintain files and electronic records, (c) after a suitable period of time, strengthens understanding of IMF policies and procedures, and (d) has awareness of people within the organization.

Project/Task Management – (a) follows directions for tasks, (b) receives guidance on quality requirements and resolving routine issues (c) completes tasks/projects with supervision as needed, (d) demonstrates basic skill in data retrieval and organization, (e) identifies and resolves routine and non-routine issues, (f) pays attention to detail, ensuring delivery of quality products, and (g) shows willingness to do what it takes to get a task completed.

Client Focus – (a) strengthens awareness of IMF structure and roles, teams programs and products and how they fit into the mission of the IMF, and (b) develops good working relationships with internal and/or external clients.

Communication – (a) demonstrates respect, tact, and consideration for all cultures, (b) speaks up, listens, and participates, (c) formats/edits draft communications where necessary, (d) shares knowledge/information across the organization, and (e) delivers accurate/timely information and handles confidential information with judgment and tact.

Personal Leadership – (a) shows interest in the work of the IMF (b) supports team decisions, (c) receives feedback constructively and (d) seeks ways to improve.

Teamwork – (a) makes self accessible (b) actively cooperates and collaborate, works proactively with other team members (c) follows through on commitments (d) makes strengths known and seeks to contribute, and (e) addresses team obstacles.

Qualifications and Experience:

Minimum of High School Diploma, with a minimum of 3 years of progressively more responsible, relevant office support experience.

Other Skills: (a) Knowledge of headquarters based systems (Word, Excel and Power Point), and excellent writing skills, with ability to pass a test in office skills given in English.

Language: Fluency in oral and written English.

Please send your curriculum vitae by January 8, 2018 to the e-mail address listed below. Please state that you are applying for the Secretary II position and provide a telephone number and e-mail address where you can be contacted.

Only shortlisted candidates will be contacted.

IMF - South Asia Regional Training and Technical Assistance Center

www.sarttac.org

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