



# The Food and Agriculture Organization of the UN (FAO)

## **CALL FOR INTEREST 2014/1**

to establish a roster of qualified candidates for potential assignments with FAO's Shared Services Centre (SSC) in Budapest.

The Food and Agriculture Organization is a specialised agency of the United Nations whose mandate includes fighting hunger by helping developing countries to improve their food production, agriculture, fisheries and forestry. FAO has approximately 6,000 employees worldwide. More about FAO can be found at its website [www.fao.org](http://www.fao.org).

The SSC in Budapest has been operational since January 2008, currently employing around 130 persons, its main task is to provide administrative services to FAO offices worldwide.

The SSC office in Budapest is organised into flexible teams, where daily duties involve using Oracle and other corporate management systems and require high customer service orientation. The possible assignments involve addressing incoming requests, screening and checking background material, and processing the required actions in compliance with FAO rules and procedures.

The SSC office is currently looking for dynamic men and women interested to work in the following fields on short or longer term assignments:

- 1. Customer Service Management:** assignments in this team provide client service and an overall view of the work and functions of the SSC. Duties include the analytical review and coordination in the resolution on a wide range of issues for clients across multiple disciplines, including corporate systems and procedures; initiating or completing a variety of pre-defined transactions in the corporate system(s); applying client relationship best practices in the communication with clients and problem ownership; bringing to the attention of the supervisor recurring issues and problems;
- 2. Human Resources Unit:** clerical and administrative assignments support Human Resource (HR) transactions for the recruitment and servicing for all FAO personnel (staff and consultants);
- 3. Travel Processing Unit:** assignments in this group support processing of travel authorizations, travel advances and travel expense claims;
- 4. Support Unit:** assignments in this group support users of the FAO administrative systems (Finance, HR) worldwide;
- 5. Accounts Payable Unit:** assignments in this group process invoices and payments in Oracle Accounts Payable;
- 6. Vendors Unit:** assignments in this group maintain vendor banking details and supplier records
- 7. Assets Management Unit:** assignments in this group support the processing of inventory and fixed assets records;
- 8. Office administration:** administrative assignments in general office administration, IT, and support to the Centre

### **Requirements:**

- minimum one year relevant work experience for junior assignments, or minimum relevant work experience of three to four years and supervisory experience for senior assignments
- high school diploma, computer/word processing skills
- working knowledge of English (level C)
- knowledge of another FAO official language (preferably French, Spanish, Arabic or Russian) dynamism, courtesy, tact and ability to work with people of different national and cultural backgrounds
- availability to work in shifts if needed; flexibility in learning new tasks and accepting assignments

### **Remuneration:**

FAO offers competitive remuneration equivalent to grades G-3 to G-6 according to the UN Common System of Salaries (<http://icsc.un.org/>). The remuneration level will be commensurate with the current qualifications and experience of the candidate.

Applications are placed on an internal Roster and considered valid for 12 months from the date of receipt of the application, during which period the applicants who meet the profile of eventual assignments may be contacted for interview. Only the candidates identified for an interview will be contacted. Candidates must be legally present in Hungary at the time of recruitment.

**To apply** please provide us with your most updated CV and or complete FAO's online application, iRecruitment Personal Profile Form, and send it via email to [SSC-Vacancies@fao.org](mailto:SSC-Vacancies@fao.org) quoting "Call for interest – SSC Budapest 2014/1" also indicating the field that you are interested in according to the above list. You can access the following link to create your profile on <http://www.fao.org/employment/irecruitment-access/en/>

Closing date for applications is 10 July 2014.