

<b>Position:</b> Facility Management and General Services Assistant	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Assistant Level AL-3
<b>Ref. number:</b> 160	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit</b> Kosovo Specialist Chambers/ Division of Administration/ Facility Management and General Services Unit	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### **Reporting Line:**

The Facility Management and General Services Assistant reports to the Facility Management and General Services Officer.

### **Main Tasks and Responsibilities:**

- To assist the Facility Management and General Services Officer in the coordination of the daily operations of the Facility Management and General Services Unit (FMGSU) in its delivery of service to its clients;
- To manage the Facility Management Service Desk Tool, assigning tasks to FMGS Technicians and external contractors via the set protocols in the Service Level Agreement with the Ministry of Housing (RVB).
- To review and monitor performance of external contractors relating to SLA to ensure that targets are met in respect to the Management Service Plan and prepare reports accordingly to the FMGS Officer;
- To provide administrative and organizational support to the FMGSU;
- To manage the stationary and postal and courier framework contracts insuring orders, reviewing invoices and preparing provisional acceptance certificates and VEPO's, as necessary;
- To undertake and organise the mail and pouch services to ministries, embassies and international organizations in the Netherlands;
- To receive, process and log all incoming mail, express mail and parcels delivered to the Kosovo Specialist Chambers, and to ensure that the Security Protocols are enforced on all matters relating to the receipt of external mail;
- To ensure a timely distribution of case related documents;
- To administer attendance, keep accurate office records and provide relevant reports;
- To assist the FMGS Officer in managing the FMGSU framework contracts;
- To maintain and create internal spread sheets and databases, when required;
- To undertake any other related tasks as requested by the Line Managers.

### **Essential Qualifications and Experience:**

- A level of secondary education attested by a diploma.

AND

- A minimum of five (5) year of relevant professional experience, after having fulfilled the education requirements.

### **Specification of Education and Experience**

- Proficiency in MS Office applications and in using information technology;
- Good communication skills in English and Dutch, both written and oral;
- Good sense of organization, ability to identify priority assignments and activities and manage efficiently multiple tasks;

- Good inter-personal and communication skills, both written and oral;
- Tact, accuracy and discretion in handling of sensitive and confidential information;
- Ability to work independently with minimum supervision;
- Ability to work productively in a fast-paced, team-oriented environment and produce accurate work under pressure;
- Ability to establish and maintain effective and constructive working relationships with people from different national and/or cultural backgrounds;
- Valid European driving license (minimum category B).

Desirable

- Previous experience working in an international organization or hybrid court;
- Knowledge of the functioning of the EU;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.