



JOB DESCRIPTION

JOB CODE: 0120

REVIEW DATE:

Job Title	OFFICE AIDE
Institution	West African Health Organisation- RCSDC
Duty Station	Abuja, Nigeria
Grade	G1/G2/G3
Salary in Dollar	6,246.50/17,366.81
Number of Position	1
Division	General Administration
Line Supervisor	Head of Administration and Finance
Supervising	N/A

ROLE OVERVIEW

The incumbent who is under the supervision of the HAF, is responsible for managing the administrative functions of the office including maintaining paper and electronic files, providing notes and records of meetings, managing office supply inventories.

ROLE AND RESPONSIBILITIES

- Establish, maintain and update filing system for the department.
- Receive and record incoming and outgoing mail.
- Scan and create electronic files of all incoming and outgoing mail.
- Create an electronic database of incoming and outgoing correspondences.
- Create a functional filing and retrieval system of all physical documents.
- Readily retrieve documents/information from stored electronic or hard copy files with ease.
- Print and bind documents.
- Prepare meeting documents such as (participants' badges/ name tags/ welcome packages etc.).
- Manage office supply inventories.
- Answer telephone calls in the absence of the Office Manager.
- Relay messages to intended staff in an accurate and timely manner.
- Receive guests/visitors in the absence of the Office Manager.
- Respond to inquiries in the absence of the Office Manager.
- Perform any other duty assigned by the superior.

ACADEMIC QUALIFICATIONS AND EXPERIENCE

Education

West African School Certificate or equivalent certificate.

Experience

- 2 years of demonstrated experience as an office aide, office assistant or a relevant role;
- Practical experience with keeping track of daily schedules, completing simple clerical and record keeping tasks;
- Working knowledge of general office operations including semi-routine administrative processes and procedures as it pertains to assigned responsibilities;
- Understanding of standard office processes and procedures of relevance to assigned tasks (e.g. Purpose of different forms; record keeping requirements);
- working knowledge of office equipment such as scanners printers, photo copiers, etc.

G3-02-01

LEADERSHIP



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- Ability provide routine information with confidence and understanding;
- understands own role in the team, making every effort to contribute to the achievement of team goals;
- ability to take responsibility for own career and to work with minimal supervision on routine matters;
- Ability to learn and adopt innovative ways of carrying out own tasks independently or as part of a team effort.

G3-03-01

CLIENT SERVICE ORIENTATION

- Well-developed interpersonal and assertiveness skills to interact effectively and efficiently with clients on routine questions or simple concerns;
- good knowledge of internal processes in place to address client service matters, particularly those which fall inside assigned responsibilities;
- demonstrates initiative and flexibility in ensuring work is delivered and services are rendered as expected.

G3-04-01

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to apply culturally relevant and appropriate approaches with people from diverse cultural backgrounds;
- well-developed interpersonal skills to interact with individuals in a manner that is culturally appropriate and in accordance with ECOWAS rules/policies;
- ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- good knowledge of diversity management as it relates to daily work expectations and assigned tasks.

G3-05-01

KNOWLEDGE OF ECOWAS

- Good knowledge of the ECOWAS mandate and functions;
- ability to keep up-to-date with team activities, schedules and goals;
- excellent knowledge of ECOWAS procedures relevant to assigned work and the ability to seek help when uncertain;
- demonstrated strong interest and commitment to ECOWAS values and activities in daily assumption of duties.

G3-06-01

ANALYTICAL AND CRITICAL THINKING

- Ability to perform semi-routine clerical tasks requiring analysis involving simple mathematics and record-keeping practices;
- ability to take measure of various ongoing tasks e.g. record-keeping, transactions, requests in order to verify accuracy, frequency and any substantial changes or emerging challenges;
- ability to document own work to facilitate future reference or knowledge transfer;
- good knowledge of multi-tasking and time management.

G3-07-01

COMMUNICATION

- Ability to develop good working relationships with others, sharing information and knowledge, as appropriate in writing or orally in French and in English;
- ability to select the most appropriate communication method, format and tools to delivery information;



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- ability to transmit clear, accurate, concise and relevant information to the right people at the right time using the appropriate technology e.g. email, hard copy, face to face;
- ability to use technology at an advanced level as required by the position e.g. word processing, PowerPoint;
- proficiency in information communication technologies (ICT);
- fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.

G3-08-01

PLANNING AND IMPLEMENTATION

- Follows procedures and protocols in planning and implementation of assigned work, understanding their value and the rationale behind them;
- ability to offer own ideas and observations during the planning process to ensure goals and targets are realistic;
- prioritizes workload and generates effective solutions to achieve desired results;
- effectively and efficiently plans own work while remaining sufficiently flexible to accommodate unforeseen changes.