



JOB PROFILE

JOB TITLE	OFFICE AID
INSTITUTION	GIABA
GRADE	G1/G2/G3
ID POSITION	20003312
ANNUAL SALARY	G1: UC 17,147.29 (\$27,055.00)/ G2:UC18,582.49 (\$29,319.45)/ G3:UC23,895.00 (\$37,701.53)
DIRECTORATE	DIRECTOR GENERAL OFFICE
LINE SUPERVISOR	OFFICE MANAGER
DURATION	PERMANENT
WORKPLACE	DAKAR - SENEGAL
Application email address	g3312oadg@giaba.org
Application date line	29 January 2025

ROLE OVERVIEW

Under the supervision of the Office Manager, the Office Aid will assist in ensuring the smooth running of the office.

ROLE AND RESPONSIBILITIES

- Establish, maintain and update the Director General Office archiving system.
- 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 system for filing and retrieving all physical documents.
- Ensure traceability of documents/information from stored electronic or paper files.
- Print and bind documents.
- Assist the office manager in preparing files and work or meeting documents.
- Manage office supply inventory.
- Answer phone calls in the absence of the Office Manager.
- Transmit messages to relevant personnel in an accurate and timely manner.
- Welcome guests/visitors in the absence of Office Manager.
- Respond to inquiries in the absence of the Office Manager.
- Maintain and classify files.
- Perform any other tasks that may be assigned.

ACADEMIC QUALIFICATIONS AND EXPERIENCE

- Minimum of a WAEC/ A-LEVEL/ WACS/ BTEC or related field certification plus practical training in administration.
- 1 year of demonstrated experience working in an office as an intern, as an office aide, office assistant or a relevant role.

AGE: The minimum age for recruitment is 24 and the maximum age is 50.
Age limit is not applicable to internal candidates .

LANGUAGE: Candidates must speak one of the official languages of ECOWAS: English, French or Portuguese. Knowledge of a second official ECOWAS language is an advantage

ECOWAS KEY COMPETENCIES

- practical experience completing simple highly routine clerical and office tasks requiring minimal judgement and limited knowledge of office procedures;
- broad understanding of processes and procedures of relevance to assigned responsibilities;
- ability to quickly assimilate and apply standard office routines and tasks to complete assigned tasks according to performance expectations.
- understands own role in the team, making every effort to contribute in a meaningful way;

- adapts quickly (i.e. early adopter) to new ways of doing things;
- ability to follow simple instructions and to consistently completes work in a timely manner;
- ability to learn from others, on-the-job and independently by reading instructions, guidelines and work manuals.
- ability to interact with others in a candid, timely and straightforward manner;
- proven ability to communicate general information in an accurate and customer-friendly way;
- capable of dealing with difficult clients or situations in an effective manner, understanding own limitations and when to call for assistance.
- knowledge of ECOWAS diversity management and multiculturalism
- ability to interact with others in a manner that is adapted and that respects multicultural and diversity policies/expectations;
- ability to ask questions in order to clarify multicultural and diversity expectations in the day to day execution of assigned tasks and learns from experiences.
- clearly understands the goals and targets of assigned work;
- broad knowledge of the mandate of the organization;
- ability to understand, apply and explain ECOWAS procedures and work instructions.
- ability to display values in the execution of assigned duties that reflect ECOWAS expectations e.g. honesty, trustworthy, integrity.
- keeps high quality records that are easy for others to understand;
- good knowledge of who to seek within ECOWAS for information important to the executing assigned duties;
- ability to write with correct grammar and spelling and draws reasonable conclusions from written instructions.
- ability to communicate clearly and fluently orally, and in writing in English and in French;
- good written communication skills in order to understand correspondence/emails and reply accordingly;
- ability to use technology as determined by assigned responsibilities and internal standards.
- approaches and carries out all duties in a thorough and organized manner;
- ability to identify and appreciate the urgency and importance of different tasks;
- knowledge of the need for quality record keeping in planning and implementation of assigned tasks.
- ability to execute tasks in accordance with step by step instructions.

Special Notice:

1. Assessment of qualified candidates may include an assessment test and a competency-based interview.
2. This position is subject to local requirement pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2022). All staff in the General Service and related categories shall be recruited in the country or within commuting distance of the GIABA Secretariat, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local requirement shall not be eligible for the allowance or benefits exclusively applicable to international recruitment.
3. Only shortlisted applicants will be contacted for the interviews.