

## VACANCY ANNOUNCEMENT

Deadline for applications: (Midnight The Hague CET)	Ongoing (until a sufficient number of suitable candidates has been identified)
Post title:	Receptionist/telephonist
Grade:	GS-3
Vacancy Announcement Number:	2018/10
Duty Station:	International Court of Justice, The Hague, Netherlands
Organizational Unit:	General Assistance and Security Division
Contract type:	Individual Contractor
Remuneration:	€16.06 per hour

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The International Court of Justice wishes to establish a list of suitable candidates who may be called on to serve as receptionists/telephonists on an occasional basis (for a number of hours between 9 a.m. and 7 p.m.) whenever the need arises, for example, to cover periods of leave.

### **Duties**

Under the overall supervision of the Head of the General Assistance and Security Division and the day-to-day supervision of the Co-ordinator of the General Assistance Unit, the incumbent will perform the following duties:

#### 1) Communications tasks:

- answering all telephone calls for the Court and the Registry: screening calls from governments, international organizations, the United Nations and the general public; responding to routine enquiries and information requests; redirecting calls and enquiries as appropriate;
- taking messages for Members of the Court in the absence of their secretaries and for Registry staff members as required;
- delivering messages to and from Members of the Court and their secretaries.

#### 2) Other duties:

- recording incoming and outgoing mail; reviewing, recording, processing and redirecting mail and other documents; tracking, monitoring and taking follow-up action as required;
  - performing basic data entry and extraction functions; checking accuracy of simple calculations, coding, data, etc.; delivering urgent mail/messages;
  - assisting with the distribution of documents, in consultation with the drivers/messengers;
  - co-ordinating courier services;
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- ordering, receiving and laying out newspapers for Members of the Court;
- performing other duties as assigned.

### **Qualifications and requirements**

#### **Education:**

- Completed secondary education (high school diploma or equivalent).

#### **Experience:**

- Experience in general office and administrative support or a related area is desirable.

#### **Skills/competencies:**

- *Communication*: speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately.
- *Professionalism*: is motivated by professional rather than personal concerns; remains calm in stressful situations.
- *End-user orientation*: seeks to improve services to Members of the Court and Registry staff; identifies needs and suggests appropriate solutions; anticipates problems and meets the timeline for delivery of services.
- *Technological awareness*: keeps abreast of available technology; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

#### **Languages:**

- Candidates must be fluent in the two official languages of the Court (English and French) and in Dutch. Knowledge of other official languages of the United Nations would be an asset.

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**PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE DEADLINE  
WILL NOT BE ACCEPTED.**

### **How to apply:**

Applicants are requested to complete a United Nations Personal History Form (P.11, see below) and to write a cover letter; both documents should be saved in PDF format and sent to the e-mail address below.

The selected candidates may be subject to a security clearance, including verification of the information provided in the personal history form and a criminal record check. All candidates should be in a position to submit an electronic copy of their passport and all diplomas listed on their profile when requested.

Candidates should send their application by e-mail, addressed to the Registrar of the Court, clearly indicating the vacancy announcement number.

E-mail: **[recrutement-recruitment@icj-cij.org](mailto:recrutement-recruitment@icj-cij.org)**

Only applications from shortlisted candidates will be acknowledged.

The Registrar reserves the right not to appoint a candidate to the post, or to appoint one on the basis of a modified post description.

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