

## JOB PROFILE

### JOB FRAMEWORK

Job Title: Secretary  
Assistant to the Head of Office of the European Union,  
Relations with ICAO

Job Location: Montreal  
Office of the European Union to Montreal -  
Relations with ICAO

Group : LA/III

Post No: e-Del-HRM 44691  
SYSPER2 no. 112255 (COM)

Situation: Vacant –

### JOB CONTENT

#### Overall Purpose

To provide general administrative and secretarial assistance to the Head of Office of the European Union in Montreal.

#### Functions and Duties

- Provide executive support to the Head of Office
- Carry out supporting tasks and process administrative documentation, including agenda management, contact making, mission orders and expenses using MIPS, arranging travel itineraries using internet
- Provide administrative support for the organization of meetings with EU and non EU Member State Representatives at ICAO as well as ICAO Secretariat
- Provide administrative support to missions from Brussels, setting up programmes for visitors including accommodation, logistics and meetings with ICAO Delegations and Secretariat
- Managing incoming and outgoing reports, correspondence, documents by diplomatic pouch, photocopying, filing and archiving using Ares, answering the telephone.
- Liaise with Building Management Company and Security company with respect to maintenance, cleaning and security
- Liaise with caterers to organize receptions within the office
- Liaise with outside suppliers, contractors and service providers to order and manage office furniture and supplies
- Coordinate with the EU Delegation to Canada on all administrative matters and any other administrative tasks requested by the Head of Office in Montreal and/or the Head of Delegation in Ottawa

## JOB REQUIREMENTS

### EDUCATION AND TRAINING

- Post-secondary education attested by a diploma, or a secondary education attested by a diploma giving access to post-secondary education
- Secretarial experience or similar of 3 years (as per minimum requirements stated in the vacancy notice), more will be considered and asset.

#### Competencies

- Excellent written and oral communication skills in English and French
- Knowledge of other languages is an asset
- Filing methods and document management systems: very good
- Administrative rules and procedures: good
- Computer tools like word processing, spreadsheets and presentation systems: good
- Secretarial techniques: excellent
- Written and oral communication skills: good
- Ability to deal helpfully and courteously with people: good
- Service-mindedness: good
- Willingness to share information and knowledge: good
- Ability to build positive and co-operative working relationships with staff, colleagues and management: good
- Ability to adapt to difficult living/working conditions: good
- Ability to adapt to different cultural environment: good
- Ability to respond quickly to change: good
- Discretion and confidentiality: good
- Ability to work under pressure: good

#### Personal Qualities

- Strong organizational skills and ability to handle stressful situations and work under pressure
- High degree of initiative and autonomy
- Ability to set clear goals, to prioritize, to anticipate problems or risks and use time efficiently
- Willingness and ability to accept responsibility for oneself; taking ownership for one's actions and outcomes
- High degree of discretion
- Willingness and ability to work collaboratively with others
- Positive attitude and cooperative personality
- Professional conduct on the job
- Punctuality
- Neat appearance

#### Assets

- Experience working with ICAO
- Working experience in an European Union Institution