



## Job Description

<b>Job Title:</b>	Driver/Messenger
<b>Duty Station:</b>	UNFPA Moldova CO
<b>Grade</b>	GS-2
<b>Contract Type</b>	Fixed Term Appointment (FTA)

### Organizational location

The post is located in the UNFPA Office in the Republic of Moldova.

### Job purpose

Under the general direction, guidance and supervision of the UNFPA Programme Coordinator and the direct supervision of the Admin/Finance Associate, the Driver/Messenger provides reliable and safe driving services ensuring high accuracy of work. He/she will be in charge of maintaining the assigned vehicle in excellent working conditions, logging mileage and keeping track of fuel consumption and vehicle servicing. He will also assist in maintenance of office equipment, minor local purchases, collecting and delivering mail or documents. The Driver/ Messenger demonstrates a client-oriented approach, high sense of responsibility, courtesy, tact and the ability to work with people of different national and cultural backgrounds.

### Work relations

The UNFPA Driver/Messenger reports to the Admin/Finance Associate and maintains collaborative relationships with all programme and office staff.

### Major activities/Expected results

- Ensures **provision of reliable and secure driving services** for UNFPA CO and project staff, and high-ranking officials. Meets official personnel at the airport/train stations and facilitates immigration and customs formalities. Arranges for hotel and other reservations as required and takes care of other needs of visitors as indicated by the supervisor.
- Ensures **cost-savings through proper use of vehicle** through accurate maintenance of daily vehicle logs, provision of inputs to preparation of the vehicle maintenance plans and reports. Logs official trips, daily mileage, gas consumption, oil changes, greasing.
- Ensures **proper day-to-day maintenance of the assigned vehicle** through timely minor repairs, arrangements for major repairs, timely changes of oil, check of tires, brakes, car



washing, etc. Ensures that the vehicle is kept clean and in good running condition at all times.

- Ensures **availability of all the required documents/supplies** including vehicle insurance, vehicle logs, office directory, map of the city/country, first aid kit, necessary spare parts.
- Ensures that **all immediate actions** required by rules and regulations **are taken in case of involvement in accidents.**
- Ensures **collection and delivery of mail or documents, makes local purchases** for the office, assumes responsibility for sending and receiving the diplomatic pouch etc.
- **Performs clerical work** related to administrative services such as sorting, filing, photocopying, etc. as required. Assists in office maintenance by assuming responsibility for supervising electricity, heating, water and other installations, including minor repairs as necessary. Supervises and assists in works for office building repairs and maintenance.

## **Functional Competencies**

### **Primary Competencies**

#### **Driving**

- Possesses excellent driving skills and techniques adapting driving style to prevailing conditions.
- Plans and selects routes which are safe and efficient and meet passengers' needs.
- Attempts to meet deadlines and schedules whilst ensuring safety and efficient use of vehicles. Uses judgment to avoid unnecessary risks in driving.

#### **Vehicle Maintenance**

- Performs minor repairs and ensures that driver and passengers reach destination safely in case of a breakdown.
- Carries out regular routine checks on vehicles and ensures they are in good running condition at all times.
- Avoids unnecessary wear and damage to vehicles.
- Regularly and conscientiously maintains vehicle, fuel records and passenger logs.

#### **Managing information and work flow observing safety and security for passengers**

- Ensures communication equipment and vehicles is available and functioning.
- Is familiar with security situation in the country, assesses and avoids security risks to self and passengers.
- Builds and maintains contacts with relevant individuals to keep up-to-date knowledge of security situations and risks.

#### **Client Orientation**

- Demonstrates willingness to undertake unexpected or additional tasks to assist a client. Facilitates arrival and departure of clients assisting in immigration and customs formalities. Informs clients about local conditions relating to security, mobility and transportation.
- Seeks feedback on the client's satisfaction with the service provided.
- Meets clients' needs for moving around, acting as guide and negotiator on own initiative.

#### **Logistical support**

- Plans, schedules and coordinates travel and logistics for meetings, conferences and special events using planning skills to avoid scheduling and commitment conflicts and



- gaining the cooperation of participants and clients.
- Ensures that electronic and other equipment is functioning and available for meetings, conferences, video conferences and other events.
  - Tracks, monitors and acquires/purchases inventory such as forms, office supplies and equipment to ensure that adequate resources are available.

## **Corporate Competencies:**

### **Values**

#### **Integrity**

Acts in accordance with UN/UNFPA values and holds himself/herself accountable for actions taken. Demonstrates personal commitment to UNFPA's mandate and to the organizational vision.

#### **Commitment to the organization and its mandate**

Demonstrates loyalty and commitment to the aims, principles and purposes of the UN and to UNFPA's mandate and vision. Places the interest of the organization above his/her own. Familiarizes him/herself with organizational priorities and understands own role in achieving them. Adjusts own behaviors/actions to reflect the organizational and/or divisional vision and priorities.

#### **Cultural sensitivity/Valuing diversity**

Demonstrates an international outlook, appreciates differences in values and learns from cultural diversity. Takes actions appropriate to the religious and cultural context and shows respect, tact and consideration for cultural differences. Observes and inquires to understand the perspectives of others and continually examines his/her own biases and behaviors.

### **Building and Managing Relationships**

#### **Working in teams**

Works collaboratively with colleagues inside and outside of UNFPA to allow the achievement of common goals and shared objectives. Actively seeks resolution of disagreements and supports the decisions of the team.

#### **Communicating information and ideas**

Delivers oral and written information in a timely, effective and easily understood manner. Participates in meetings and group discussions actively listening and sharing information. Frankly expresses ideas with the intent to resolve issues, considers what others have to say and responds appropriately to criticism.



### **Self management/Emotional Intelligence**

Manages personal reactions by remaining calm, composed and patient even when under stress or during a crisis and avoids engaging in unproductive conflict. Expresses disagreement in constructive ways that focus on the issue not the person. Tolerates conditions of uncertainty or ambiguity and continues to work productively.

### **Conflict management and resolving disagreements**

Remains calm, composed and patient, regardless of his/her own state of mind in the face of conflict. Expresses disagreement in constructive ways that focuses on the issue and not the person. Expresses own point of view in a neutral manner rather than in an argumentative tone, avoiding unproductive conflict. Seeks to understand the perspective and interests of the other when in disagreement.

## **Developing people**

### **Empowerment/Developing people/Performance management**

Integrates himself/herself into the work unit seeking opportunities to originate action and actively contributing to achieving results with other members of the team. Knows his/her limitations and strength, welcomes constructive criticism and feedback and gives honest and contractive feedback to colleagues and supervisors. Seeks new challenges and assignments and exhibits a desire to learn. Accepts responsibility for personal performance participating in individual work planning and objective setting seeking feedback and acting to continuously improve performance.

## **Personal Leadership and Effectiveness**

### **Analytical and strategic thinking**

Uses appropriate analytical tools and logic to gather, define and analyze information, situations and problems and draws logical conclusions from data. Demonstrates an ability to set clear and appropriate priorities focusing on tasks and activities which have a strategic impact on results. Anticipates and meets information needs of the team and other stakeholders.

### **Results orientation/Commitment to excellence**

Strives to achieve high personal standard of excellence. Takes action that goes beyond responding to the obvious needs of the situation and persists until successful outcomes are achieved.

### **Appropriate and transparent decision making**

Makes timely and appropriate decisions taking into consideration various and complex issues and takes responsibility for the impact of decisions.

## **Job Requirements:**

### **Academic Requirements:**

- Secondary education. Valid driver's license.

### **Experience:**



- Five years of work experience as a driver, safe driving record, preferably in an international company, embassy or UN organization; knowledge of driving rules and regulations and skills, chauffeur protocol and courtesies.

Languages:

- Fluency in both oral and written Romanian and Russian. Good working knowledge of English is required. Please note that the UN working language in the Republic of Moldova is English language.

Computer skills:

- Knowledge of current office software is an advantage.

**Signatures/Certification:**

<b>Incumbent's Name &amp; Signature</b>	<hr/> <b>&lt;Enter Incumbent's Name Here&gt;</b> <hr/> <b>&lt;Date&gt;</b>
<b>Immediate Supervisor's Name &amp; Signature</b>	<hr/> <b>&lt;Enter Supervisor's Name Here&gt;</b> <hr/> <b>&lt;Date&gt;</b>
<b>UNFPA Representative Name &amp; Signature</b>	<hr/> <b>&lt;Enter UNFPA Representative Name Here&gt;</b> <hr/> <b>&lt;Date&gt;</b>