



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## Memorandum

UNHCR Representation in Malaysia

570 Jalan Bukit Petaling  
P.O. Box 10185,  
50706 Kuala Lumpur, Malaysia

To/A: All locally-recruited staff members  
UNHCR and UN Agencies in Kuala Lumpur

From/De: Richard J. Towle, Representative, UNHCR Kuala Lumpur

File Code/Dossier: 18/KL/8451

Subject/Objet: **INTERNAL/EXTERNAL VACANCY NOTICE (VN/025/18)  
SENIOR ADMIN/ SCHEDULER ASSISTANT - UNOPS CONTRACT**

Date: 01 August 2018

**Title : SENIOR ADMIN/SCHEDULER ASSISTANT**

**Grade : GL.5 (UNOPS Contract) -**

**Post No. : RSD/013/17 (ECHO)**

**Language : Fluency in English and Bahasa Malaysia**

**Effective Date : As soon as possible**

**Location : UNHCR Office in Kuala Lumpur**

### **Duties and Responsibilities:**

Under the direct supervision of the Project Coordinator, the major duties and responsibilities of the Senior Admin/Scheduler Assistant are:

- To maintain and manage an interview schedule, ensuring 03 cases are scheduled per day per caseworker across 05 days per week, and ensure the scheduling of cases follows the prioritization of cases determined by the Project Coordinator and urgent protection or vulnerable cases are prioritized throughout.
- To liaise with the Registration Unit regarding scheduling needs.
- Communicate with all identified cases to confirm their attendance in interviews or counselling sessions, through phone calls.
- To act as the Project focal point for administrative issues (leave and attendance list) and responsible for all assets (including the physical files) used by the team.
- Manage, maintain and update the UNHCR proGres with case related data as per the SOP.

- Maintain up-to-date data and statistics on all cases processed in the Project.
- Preparing official letters and filing letters received from applicants in the appropriate files.
- Any other duties as required by the Project Coordinator.

### **Essential Minimum Qualifications and Professional Experience Required**

- Preferably those with Bachelor's degree in Business Administration, Social Science or related fields
- Minimum 1 year experience in the same functional area
- Excellent interpersonal skills
- Ability to motivate and work in a team
- Considerable experience interviewing for credibility assessment in Resettlement
- Good communication skills and analytical judgment.
- Good computer skills
- Excellent knowledge of English.

### **Cross-Functional Competencies**

Analytical Thinking  
Technological Awareness  
Planning and Organizing

**THIS POST IS OPEN TO EXTERNAL CANDIDATES HOWEVER, PRIORITY  
CONSIDERATION WILL BE GIVEN TO INTERNAL CANDIDATES**

### **Applications**

- i. All candidates must have substantial relevant knowledge of local conditions. Proficiency in English and Bahasa Malaysia. **There will be written test for this job opening.**
- ii. Candidates **MUST** include a recent curriculum vitae or UN Personnel History Form (P.11) with their application, without which their candidature will not be reviewed.
- iii. Applications in writing are to indicate the VN number and the post title on the envelope and to be addressed to the Admin/Finance Officer, UNHCR Branch Office, P. O. Box 10185, 50706 Kuala Lumpur. Applications by email are to be addressed to [mlslu@unhcr.org](mailto:mlslu@unhcr.org). Any decision to withdraw an application must be submitted in the same manner.

**IMPORTANT: CLOSING DATE FOR RECEIPT OF APPLICATIONS: 15 August 2018**

Applications reaching the UNHCR Branch Office after the closing date will not be accepted.