

Posting Title : CLAIMS ASSISTANT, G5
Job Code Title : CLAIMS ASSISTANT
Department/ Office : Claims Unit
Location : NAQOURA
Posting Period : 2 January 2025-31 January 2025
Job Opening number : 24-LEG-MSD ODMS SCM SCPMS CU-250103-R-
NAQOURA (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

This position is in the Supply Chain Performance Management Section, Supply Chain Management, Mission Support Division (MSD), United Nations Interim Force in Lebanon (UNIFIL). The incumbent will report to the Chief Supply Chain Performance Management.

Responsibilities

The Claims Assistant is responsible for providing support in the efficient management of Claims and Property Survey Unit in the mission and ensures its effective and timely operations. The Claims Assistant acts as the primary point for performing administrative and secretariat functions for Local Claims Review Board (CRB) and Local Property and Survey Boards (LPSB) in line with delegated authority.

Under the supervision of the Chief Supply Chain Performance Management and Chief Claims and Property Survey Unit the incumbent is responsible for the following duties:

- Contributes to preparation of cases to the Local Property Survey Board (LPSB) and Claims Review Board (CRB), provides clarifications and information to the Board when requested, and follow up on actions and recommendations made by the committees.
- Provides administrative support to the Chairperson of the LPSB/CRB.
- Prepares and disseminates recommendations and approvals of LPSB and CRB or Head of the Mission to concerned parties for actions - follow-up on actions to be taken.
- Prepares and reviews Administrative Write-Off (AW) cases and corresponding summaries and supporting document, verify accuracy and reasonableness while ensuring that UN Rules and Regulations are complied with; Ensures that all documentation is promptly submitted, and case files correctly established.
- Assist in management of Claims activities in the field missions, ensuring its effective and

efficient operation.

- Reviews and analyzes compensation claims, and documentation received from other sources (Local Police, staff members and/or third-party claimants or their lawyers), in connection with loss or damage to property.
- Assist in analyzing documentation concerning loss/damage to property and records claims by category.
- Manages staff-initiated accident and incident reports, relevant security reports and damage discrepancy reports (DDR) for review by LPSB and actively follows up with Security and Transport Section to ensure that reports submitted are accurate and timely.
- Follows up with concerned parties on the Equipment Write-Off, Impairment and Disposal process from retirement request to the eventual disposal of the items. Ensures that write-off and disposal notifications are duly updated at each step to correspond with equipment statuses. Verifies that all write-off and disposal steps are completed and closes the notifications.
- Monitors the write-off/disposal Key Performance Indicators (KPIs) to ensure key activities are completed within set timelines. Prepares write-off and disposal reports for monthly discussions with stakeholders. Identifies bottlenecks and recommends corrective action.
- Assists in conducting physical verification of property plant and equipment, real estate and infrastructure to ensure accuracy and integrity of property records. Uploads Physical Verification findings in the ERP and follows up on any discrepancies found. Maintains accurate electronic and manual records of physical verification documentation for audit purposes.
- Manages and updates the electronic Disposal Module and UMOJA Write-Off and Disposal Module databases.
- Prepares reports and maintains statistics pertaining claims and write-off cases.
- Perform other tasks as required. - Completes other tasks that may be assigned by his or her supervisor.

Competencies

Professionalism: Knowledge of practices and approaches related to the application of LPSB/Claims procedures and guidelines. Ability to complete all tasks within the given timeline, whilst ensuring that the required documentation has been completed and transmitted to the respective stakeholders. Shows pride in work and in achievements. Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather than personal concerns. Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

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Communication: Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify, and

exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates openness in sharing information and keeping people informed.

Accountability: Takes ownership of all responsibilities and honours commitments. Delivers outputs for which one has responsibility within prescribed time, cost and quality standards. Operates in compliance with organizational regulations and rules. Supports subordinates, provides oversight and takes responsibility for delegated assignments. Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Specialization in IPSAS accounting or equivalent is desirable.

Specialization in data analytics, business analytics or equivalent is desirable.

Work Experience

A minimum of five (5) years of progressively responsible experience in claims and property survey, legal or paralegal related functions preferably in the United Nations or other international organizations is required. The minimum years of relevant experience is reduced to 3 for candidates who possess a first-level university degree or higher.

Experience in Write-Off transactions using an ERP system such as Umoja or similar is required.

Experience in the field of disposal is desirable.

Experience working as focal point to bridge the operational requirements of different teams/units, is desirable.

Languages

English and French are the working languages of the United Nations Secretariat; For the position advertised, fluency in both English and Arabic is required. Knowledge of another official United Nations language is an advantage.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

Recruitment against this position is on a local basis; applicants shall meet the relevant employment requirements of the host country (Lebanon), including fulfilling visa or work permit stipulations. If you fulfill the visa and work permit stipulations for Lebanon, please specify in your cover letter and attach a copy of your visa and work permit under 'attachments' of your application in Inspira.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Reasonable accommodation may be provided to applicants with disabilities upon request, to

support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.