

# Communications Operator; Resource Section/Security Division

## PURPOSE AND SCOPE OF THE POSITION

The incumbent will work under the general supervision of the Head of Security and his Deputy, and under the direct supervision of the Head of Office Mostar and Regional Administration Manager.

Communications Operator is responsible for receiving phone calls at the main switchboard, receiving faxes at the main fax, distributing faxes and mail, picking up and sending the mail at the post office, maintaining OHR South telephone diaries, controlling of radio (UHF, VHF) system, updating telecommunications equipment database, translating various documents as requested by the Regional Administration Manager in particular those of technical nature.

## DUTIES AND RESPONSIBILITIES

- Facilitate incoming and outgoing calls if performing duties on the main switchboard
- Answer calls in a polite and helpful manner and transfer calls to the correct department
- Make regular checks on the telephone system and report any faults immediately
- Take messages on behalf of OHR employees who are not available at the time
- Provide all necessary information (addresses, telephone and fax numbers) to visitors

- Standing in for ground floor Receptionists when absent or on leave
- Receive all guests and visitors to OHR in a polite and helpful manner in accordance with current procedures
- Assist and co-operate with security personnel in cases of emergency
- Confirm visitors appointments with the relevant department
- Translation of various texts, particularly concerning technical (telecommunications) matters

### **Telephone and Fax Communication**

- Switchboard operation control
- Producing and regularly updating telephone diaries
- Ensuring speedy distribution of incoming faxes and arranging a prompt transmission of outgoing faxes including press releases

### **Radio System**

- Control of radio (UHF, VHF) system
- Update of the data base for the telecommunication equipment (UHF and VHF) in OHR South

### **PROFESSIONAL REQUIREMENTS/QUALIFICATIONS**

- Completed secondary education
- Previous experience of a professional receptionist work with the International Community is an advantage
- Good level of written and spoken English is essential
- Confidentiality and flexibility

- Ability to work in a team as well as unsupervised
- Ability to work with people from various cultural backgrounds
- Computer literacy

Any personnel with the above qualifications should provide (in English) a CV with a one-page cover letter and references to the following:

**Administration Manager**

**OHR Mostar**

**Kolodvorska bb, 88 000 Mostar**

**Fax: +387 (0) 36 317 614**

**E-mail:**

**[application@ohr.int](mailto:application@ohr.int)**

**Please quote Reference No. 2002/255**

**Closing date for applications: September 26, 2002**

**Only short-listed candidates  
will be contacted**

***No telephone enquiries please***