

# Head of Registry and Distribution; Resources Department

## PURPOSE AND SCOPE OF POSITION

Head of Registry and Distribution will ensure that all documentation received in Registry is efficiently and effectively recorded and distributed to the relevant departments, and that all letters are promptly responded to by the appropriate department. The selected candidate will supervise the work of the team.

## GENERAL DUTIES AND RESPONSIBILITIES

- To act as the focal point for all incoming correspondence, logging and tracking in an orderly way
- To send letters of acknowledgement to all incoming post, explaining the way the letter is likely to be handled
- To send standard response letters to the more straightforward incoming correspondence
- To task departments to draft all substantive replies within a fixed deadline, and to file copies of all letters that are sent out
- To provide monthly reports to senior management showing the response rate and summarising 'issues of interest' in a clear and concise way
- To manage the rotas and supervise the work of the team.
- To maintain a database tracking system of non-

correspondence files and documentation

- To maintain hard copy documentation for archives
- Security check of all incoming letters in line with specific procedures set out by Head of Security
- Mailing of official OHR correspondence and administer funds for stamps
- To act as a liaison with Transport for the delivery of mail and to record all local outgoing mail
- Organise and send/receive the diplomatic pouch weekly
- To maintain and update the newspapers database.
- To distribute local and international newspapers and magazines
- To check, prepare and distribute all phone bills
- To photocopy and fax documentation where applicable

## **PROFESSIONAL REQUIREMENTS / QUALIFICATIONS**

- Excellent written and oral English
- Ability to draft correspondence
- Good eye for detail, and persistence to follow activities through
- 1 year's experience of supervising staff
- Ability to produce clear and concise reports
- Excellent organisational skills
- IT literate, with database experience preferable

- Confident communicator
- Commitment to maintain highest levels of confidentiality

Any personnel with the above qualifications should provide a  
CV (in English) with a

one-page cover letter and references to:

**Personnel Department**

**OHR Sarajevo**

**Emerika Bluma 1, 71000 Sarajevo**

**Fax : +387 (0) 33 283 771**

**E-mail:**

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

**Please quote Reference No. 2002/285**

**Closing date for applications: 14 October 2002**

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

***No telephone enquiries please***