



The recruitment policy of the WTO is to seek to attract and retain staff members offering the highest standards of competence, efficiency and integrity. As an Equal Opportunities Employer, the WTO gives full regard to merit and diversity.

Vacancy Notice No.: EXT/F/21-36

Issued on: 2 September 2021

Title: Project Management Associate, Client Orientation

Application Deadline: 30 September 2021

Grade: 5

Division: Language & Documentation Services

Contract Type: Fixed-term

Starting Salary: CHF 71,925 net per annum (approximate)

Duration: Two years with the possibility of extension

Other Conditions: In accordance with WTO Staff Regulations and Staff Rules and WTO Pension Plan Regulations.
The World Trade Organization offers an attractive compensation package including an annual net salary (subject to mandatory deductions for pension contributions and health insurance), dependency benefits, pension plan, health insurance scheme, separation grant, and 30 days annual leave. Benefits for internationally recruited staff may include travel and removal expenses on appointment and separation, installation grant, education grant, rental subsidy, and home leave. Additional information on the compensation package is provided on the WTO website:
https://www.wto.org/english/thewto_e/vacan_e/compensation_e.htm

The Secretariat of the WTO is seeking to fill the position of Project Management Associate, Client Orientation in the Graphic and Event Design, Print and Distribution Section.

LDSD provides services such as meeting interpretation, translation and publication of documents, graphic design and printing for publications and events, and registry of notifications from WTO members. The Division consists of two branches, the Language Services and Documentation Services. The Graphic and Event Design, Print and Distribution Section is part of the Documentation Services and is responsible for maintaining the corporate identity of the WTO, creating visual concepts to communicate ideas that inspire and promote the work of the Organization. This includes overseeing the corporate brand and working with other Divisions and clients to advise, design, develop, produce and distribute visual content (e.g. digital, print material). The Section is made up of four teams: Project Management Office, Graphic Design Services, Print and Distribution Services and Documents and Information Services.

General Functions

Working in the Project Management Office (PMO), under the supervision of the Project Manager, the incumbent will have the following responsibilities:

1. Act as a focal point for coordinating specific graphic and event design, print & distribution projects.
2. Develop detailed project plans, coordinate internal and external resources, track project progress and measure performance using appropriate project management tools.

3. Ensure that specific projects are delivered on time, within scope and within budget.
4. Build and maintain strong relationships with clients.
5. Help improve the client experience, strengthen engagement with clients and facilitate growth in line with the Section's strategy for graphic and event design, print and distribution project requests.
6. Develop and maintain procedures, policies, and standards for the PMO Team and perform analysis/compile accurate reports (e.g. client satisfaction, project statistics, midterm/annual progress reports).
7. Participate in preparing purchase requests, client's terms of reference, invitations to tender, and framework contracts to help source outside companies, as needed.
8. Participate in other section activities, as needed.

REQUIRED QUALIFICATIONS

Education:

Completion of secondary school. Certification and/or training in Project Management is required.

Knowledge and Skills:

Technical skills:

General knowledge of office work, preparing summary records, statistics and terms of reference.

Project management experience, including an understanding of agile methodology.

Client service orientation, including first-hand experience providing customer service support, analysing client data and trends.

Knowledge of project management tools, including Microsoft Office 365, Atlassian Confluence, Jira, SurveyMonkey and Trello or other similar tools is required.

Working knowledge of Customer Relationship Management (CRM) tools would be an advantage.

Experience managing projects related to publications, design, and printing.

Experience in events management with an understanding of graphic and event design, print and production processes would be an advantage.

Behavioural skills:

Excellent customer service skills, demonstrating a professional and interested attitude in taking care of clients; effective communication skills; ability to build relationships with diverse stakeholders in an international setting; ability to work under pressure, multitask and adhere to strict deadlines; ability to take initiative, cooperate with others and work independently or as part of a team; highly adaptable.

Work Experience:

At least five years' relevant experience in project management including projects related to publications, design, and printing, with a minimum of two years in a client-facing role is required.

Languages:

Excellent English is required, including the ability to draft accurately, concisely, and rapidly (at a level corresponding or equivalent to a minimum of C1 according to the Common European

Framework of Reference for Languages (CEFR)). Proficiency in spoken and written French is also required (equivalent to a minimum of B2 according to the CEFR).

Shortlisted candidates will be assessed on their language skills as part of the selection process.

Additional Information:

The position may be offered at a lower grade if the selected candidate does not fully meet all the required qualifications.

Only applications from nationals of WTO Members will be accepted.

The WTO may use various communication technologies such as video or teleconference for the assessment and evaluation of candidates. The recruitment process may also involve the use of various forms of testing, assessment centres, interviews and reference checks.

Candidates not selected whose performance in the selection process nevertheless shows them to be suitable for a similar position may be kept on a roster for up to 24 months, and may subsequently be called upon as and when the need arises for additional resources.

APPLICANTS MAY BE REQUIRED TO SIT A WRITTEN EXAMINATION

APPLICANTS WILL BE CONTACTED DIRECTLY IF SELECTED FOR AN INTERVIEW

Please note that all candidates must complete an online application form.
To apply, please visit the WTO's E-Recruitment website at: <https://erecruitment.wto.org>.
The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the closing date – Geneva (Switzerland) time – stated in the vacancy announcement.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE
CLOSING DATE WILL NOT BE ACCEPTED

The WTO is a non-smoking environment.