

CUSTOMER SERVICE

Post: RSA BSG 0900

Application Closing Date: 16 July 2018

Resolute Support (RS)

Location: HQ RS, Kabul, Afghanistan

Post – Local Civilian Hires (LCH) Grade – 3

Post Description:

The incumbent is responsible for providing administrative services that allow for the care and maintenance of NATO facilities and infrastructure supporting the mission of HQ RS and sustainment of the base population.

Principle Duties:

Under the guidance of the Staff Assistant Administrator and his LCH team leader, acts as primary customer service representative for Infrastructure Management Section.

Processes customer requests by telephone and in person.

Tracks location of work crews and disseminates information.

Acts as primary dispatcher for urgent and emergency work tasks.

Coordinates with the Superintendent of Operations for guidelines to determine work categories of routine, urgent and emergency work on all Work Orders.

Under the guidance of the Staff Assistant Administrator and his LCH team leader, provides all necessary clerical work to maintain organization system for work requests including logging, routing and filing.

Assists with the production of reports and returns.

Translates with local vendors and contractors on camp to include medical response translation for injured local nation hires.

Additional Duties:

The employee may be required to perform a similar range of duties elsewhere within the organization at the same grade without there being any change to the contract.

Essential Qualifications:

Professional/Experience:

Demeanor suitable for customer service, ability to handle moderately stressful situations caused by customer interactions.

Able to operate telephone in a manner that is clear and understandable in English.

Good listening skills.

Education/Training:

Minimum high school graduate and/or private recognized certificate

Computer skills training including spreadsheets and databases.

Language:

English: Satisfactory level of written and spoken language skills.

Note: The normal working language within the organisation is English.

Standard Automated Data Processing (ADP) Knowledge:

Working knowledge of Spreadsheets and databases.

Desirable Qualifications:

Professional/Experience:

Previous experience in a customer service environment.

Previous experience working with construction craftsmen.

Education/Training:

Post-high school training in a technical or administrative field.
Training in basic business principals.

Work Environment:

The work is normally performed in a typical Office / Secure Facility environment. Slightly Undesirable Conditions apply. The risk of injury is categorized as: No risk.

We only accept RS LCH Application Forms in word format and they should be sent to

local.vacancies@hq.rs.nato.int

PLEASE NOTE: ONLY THE OFFICIAL LCH RS APPLICATION, FOUND ON OUR WEBSITE WILL BE ACCEPTED. CV'S, RESUMES, CERTIFICATES SENT WITH THE APPLICATION FORM WILL NOT BE TAKEN INTO CONSIDERATION.

Additional Remarks:

An initial 12 month contract will be offered and contract extensions may be possible. Because of the dynamic environment, RS posts are under regular review and therefore post details and responsibilities, including contract duration and contractual grade may change during the advertising and contractual period.

Benefit Package:

Monthly salary of € 508.00
Meal Allowance of € 185.00 per month

If interested, please apply in accordance with the General Information for applicants provided through the following link:

<https://rs.nato.int/resources/site1/general/vacancies/201810203-general-information-applicants-rs.pdf>

You can find LCH Application form in the below link:

<https://rs.nato.int/contact/vacancies.aspx>