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Public Information Assistant – Temporary Appointment (PIA/1)

Organizational Setting and Reporting Relationships: This position is located in the Guided Tours Unit (GTU), Visitors Services Section, Outreach Division, Department of Public Information. The incumbent reports to the Chief of the Unit and the Chief of the Section.

Responsibilities: Within delegated authority, the Public Information Assistant will be responsible for the following duties:

- Conduct one-hour lecture tours, four to five times a day, on the history and work of the United Nations in the areas of peace and security, development, and human rights. This includes showing visitors the various Council Chambers and thematic exhibits while explaining the functioning of its Main Organs and recent developments in the field.
- Participate in daily briefings, as well as special briefings on different topics, such as peacekeeping, disarmament and human rights. Study and research UN materials in English, in order to stay abreast of current activities related to the UN system.
- Use tact and diplomacy in handling probing questions or comments from visitors regarding politically sensitive or controversial issues involving the work of the Organisation.
- Tailor language and information to different audiences (e.g. children, students, senior citizens, VIPs, UN Mission staff and media representatives) and respond to politically sensitive questions in an accurate and effective manner.
- Communicate and handle effectively stressful client-service situations by showing emotional intelligence and solid client orientation skills.
- Develop positive work relationship with peers, tour coordinators and supervisors based on mutual trust and respect.
- Undertake other assignments to facilitate the smooth running of the guided tour operation, which include **a)** Assist the Tour Coordinator in dispatching groups of visitors on tour **b)** Monitor the closure of chambers and liaise with tour coordinators, cashiers and UN Security while assigned as tour route monitor, and **c)** Help out with crowd control issues and any visitors' needs requiring escorting or wheelchair assistance while on tour.
- Assist other UN offices when the tour operation is suspended during the General Debate of the General Assembly in September, as required.

Work implies frequent interaction with the following:

General public and UN Mission's delegates; Tour Coordinators, to communicate to PIAs any logistics or crowd control changes on tour route; Chief of GTU and Visitors Section staff; Meeting Services Officers and UN Security staff, to facilitate access to closed meetings and obtain updated information on security restrictions and concerns while on duty on the tour route.

Results Expected:

Successfully complete a two-week training about the history and work of the United Nations Main Organs and their current activities in the field. Present UN-related information in a clear, accurate and professional manner in order to promote a better understanding of the work of the Organisation. Provide an enjoyable and educational experience to UN visitors while consistently showing strong client orientation and interpersonal skills.

Competencies:

- **Communication:** Solid public speaking and presentation skills; 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 audience; demonstrates openness in sharing information and keeping people informed.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Qualifications:

Education: Bachelor's Degree in communications, journalism, public relations, social sciences, international relations, or a related field.

Experience: No work experience is required. Knowledge of the work of the United Nations is an asset. Experience in the field of communications, public information, or a related field is also an asset.

Language: For the post advertised, fluency in at least two languages is required, including in oral and written English. Knowledge of another official United Nations language is an advantage.

Others: Has the ability to work independently and with minimal supervision, as well as good communications, interpersonal, and customer service skills.