



Job description

Office Support Manager, Administrative and Finance assistant (F/M/D)

Reference: Abis OSM2023

Date of publication: January 2023	Deadline for application: 24 January 2023
Place of employment: ICAO-Abis Group – downtown Montreal, QC, Canada	

Organisational context

Abis is the joint representation to the International Civil Aviation Organization (ICAO), a specialized agency to the United Nations (UN), representing Austria, Belgium, Croatia, Ireland, Luxembourg, the Netherlands, Portugal and Switzerland.

The Abis group was formed in 1980 and has engaged in the work of the ICAO Council and the Air Navigation Commission, represented by national nominated experts on the basis of a well-established three-year rotation schedule. Therefore, the Abis group has its permanent delegation at ICAO headquarters in Montreal. The office of the Abis Group is the administrative interface for the Abis Group member States and is providing the infrastructure and support to the Abis Council Representative and the Air Navigation Commissioner. The Abis office also provides support to frequently visiting delegates from the Abis States. For more information visit:

www.abisgroup.org/about-us

To partly replace our local administrative team, we are currently looking for a part time (initially 50%) **Office Support Manager, Admin and Accounting Assistant (f/m/d)**:

I Position

The Office Support Manager operates the day-to-day administrative part of the Abis office.

A. General tasks

1. Secretarial support to the Council Member and to the Member of the Air Navigation Commission in organizational, administrative, and operational activities
2. Receptionist services for the Abis delegation
3. Administration of an archive of ICAO documentation, the national Abis documentation and correspondence
4. Accounting (Quickbooks simplified online tool), finance and controlling
5. To act as project coordinator for infrastructure and administrative improvement projects
6. Contributing to continuous improvement and defining of Abis procedures

B. Specific tasks

1. Ensure liaison of the Abis office with the appointed officers of the Civil Aviation Administration of the Abis states, the foreign delegations to ICAO and the ICAO bureaus
2. Provide planning and controlling of the Abis budget and maintain the accounting records according to the established financial guidelines
3. Continually improves and maintains the Abis Group website and other means of communications, applications, and the Microsoft Office 365 suite

4. Assist in the preparation of the Abis meetings and other meetings,
5. Organize and assist official receptions and other social events hosted by the Abis delegation
6. Transforming the office environment into a digital and paperless format

II DETAILED INFORMATION ON THE TASKS

A. Detailed information on the General tasks

1. Support to the Council Member and to the ANC Member which entails secretarial duties in the area of:
 - a. maintaining the agenda and scheduling appointments
 - b. drafting of covering letters, acknowledgements, interview replies and routine correspondence
 - c. assisting in the production of working papers, reports, correspondence, or the creation of other documents and perform overall control on format and quality
 - d. dispatching and mailing of letters and documents
 - e. making arrangements for meetings by booking and preparing rooms, equipment and inviting participants
 - f. assisting, where appropriate, in the preparation of the meeting agenda and related documentation
 - g. preparing documentation files for meetings
 - h. making travel and hotel arrangements
 - i. ensuring that priorities and deadlines are met
 - j. assisting the Council Member and ANC Member in other matters, as necessary.
2. Receptionist services for the Abis delegation
 - a. receiving and assisting visitors from the Abis administrations, the ICAO secretariat, the foreign delegations to ICAO, governmental and industrial organizations
 - b. screening and dispatching of incoming telephone calls and correspondence
3. Administration of a complex archive of ICAO documentation, the national Abis documentation and correspondence
 - a. maintaining an up-to-date filing system in the Abis Delegation and in the office of the Council Representative and the ANC Member regarding ICAO documentation, publications, and correspondence
 - b. filing, retrieving and, if necessary, amending and maintaining up to date the office documents and reports
4. Accounting, finance and controlling
 - a. act as accounting officer to operate the established Abis accounting online tool (Quickbooks)
 - b. coordinate and assist the annual financial audit.
 - c. in charge of financial controlling for all relevant Abis transactions.
 - d. in charge of the Tax refund procedures (QST and GST)
5. To act as project coordinator for infrastructure and administrative improvement projects
 - a. identify and define improvement project proposals for approval by the Abis group
 - b. coordinate projects on infrastructure and other improvement projects, to coordinate with subcontractors and other third parties. Keeping the overall oversight of the project and act as Abis point of contact.
6. Contributing to continuous improvement and defining of Abis procedures
 - a. contribute to the regular internal continuous improvement process
 - b. define and keep internal procedures up to date
 - c. on-boarding and off-boarding processes for frequently changing delegates in the Abis

Group involving the procedures facilitating changes in the Abis Group representatives through ICAO external relations regarding visa application and accreditation procedures.

B. Detailed information on specific tasks:

1. Ensure liaison of the Abis office with the appointed officers of the Civil Aviation Administration of the Abis states, the foreign delegations to ICAO and the ICAO bureaus
 - a. managing and monitoring the requests, needs and the progress of related actions to be taken
 - b. ensuring the flow of information from/to the Abis office to/from the Abis partners and where appropriate to/from the ICAO
 - c. distributing and controlling correspondence and documents
 - d. coordinating responses to incoming queries either by the Abis administrations to ICAO or vice versa
 - e. keeping track of replies to ICAO State letters by the Abis members
2. Provide planning and controlling of the Abis budget
 - a. preparing and managing the annual Abis budget by and the accounting transactions according to the Abis Financial and Procedural Guidelines.
 - b. preparing of monthly/periodic budget reports to the Abis meetings
 - c. provision of the monthly financial reports and the tax reimbursement procedures with the provincial and federal governments for the Abis delegation
 - d. managing the inventory and ordering of office supplies
3. Continually improve and maintain the Abis Group website, other communications, applications, and the Microsoft Office 365 suite
 - a. Monitors contract/license renewals and updates
 - b. Maintain and update the Abis website and secure portal of Abis website
 - c. Maintain and update other communication means
4. Assist in the preparation for the Abis meeting
 - a. preparing of the Agenda for the Abis meetings
 - b. assisting in the preparation of the Council session report to the Abis meetings, the periodically financial report and other relevant documentation
5. Organize and assist official receptions and other social events hosted by the Abis delegation
 - a. making arrangements for social functions like the organization of receptions, luncheons, dinners, and other social events, which may be attended up to several hundreds of invitees
 - b. negotiating with the service providers the required services, the conditions for delivering the services and the optimum price
 - c. liaising with the responsible manager and performing oversight to the services rendered during the occasions
 - d. in office hospitality and light housekeeping duties
6. Transforming the office environment into a digital and paperless format
 - a. setup and maintain a shared office 365 environment within the Abis office
 - b. transform the Abis environment into a digital and paperless working structure
 - c. digital internal and external communication

III Qualifications, Experience, Skills, and Personal Qualities

A. Eligibility criteria

1. A Diploma of Collegial Studies (DEC) or equivalent, including the successful completion of courses in basic accounting,
OR professional training on an equivalent level in a relevant domain plus adequate professional experience
2. Specific competencies and skills required for the position
3. Fulfilled obligations imposed by the applicable laws on military service, if applicable.
4. Prior to recruitment, the successful candidate will be asked to provide a police certificate confirming the absence of any criminal record.

B. Specific competences and skills

1. Good understanding of a modern, effective and efficient running of a small office environment
2. Fluent reading, writing, and speaking abilities in the English and French language
3. A working knowledge of any other language of the Abis Group states (Croatian, Dutch, German, Portuguese) could be an asset
4. Proven track record of working with multi-disciplinary, international teams and achieving the project goals whilst maintaining harmonious working relationships with peers and stakeholders
5. Comprehensive knowledge of project management and associated experience
6. Ability to use standard computer software, communication, publication, and social media tools, at an advanced level

IV Summary of conditions of employment

Applicants must hold either Canadian citizenship or Canadian Permanent Residency (including a valid work permit) to be eligible for this position.

It should be noted that this part time post is to be filled as unlimited employment after the completion of a 3-month probationary period.

There might be a possibility to move this contract to a full-time position.

The Abis Group offers an attractive benefit package to its employees:

- Remuneration: annual gross salary is based on the UN General Service Category scales G-6
- compensation for pension fund and health insurance.

V Application requirements

Motivated to actively contribute to the work of a permanent delegation at ICAO, a specialized UN agency? We look forward to receiving your application in the English language, including a detailed CV and a meaningful letter of motivation.

Please send your application, indicating "Candidacy Abis OSM2023" in the subject line, to office@abisgroup.org before 24 January 2023.

United Nations Considerations

In accordance with ICAO Staff Regulations, the paramount consideration in the employment of the staff by the Abis Group is the necessity of securing the highest standards of efficiency, competence, and integrity.

Candidates will not be considered for employment with the Abis Group if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts.

Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

The evaluation of applicants will be conducted based on the information submitted in the application according to the evaluation criteria of the job opening and the applicable Staff Regulations and Rules, administrative issuances, and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications to be considered for the current job opening. No amendment, addition, deletion, revision, or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Visit our website <http://www.abisgroup.org> for more information.