

## **Job Advertisement: Assistant to Resident Twinning Advisor (RTA) / Ref. n. 1**

*Vacancy - The EU Twinning Project "KS 13 IB FI 01 Support to Kosovo Customs" is seeking a full-time Assistant to the RTA (Resident Twinning Advisor). Duration of the contract: up to 24 months. Location: Pristina. Languages requested: English, Albanian and Serbian.*

### **I. NECESSARY QUALIFICATIONS**

#### **Compulsory requirements:**

- Successfully accomplished higher education, preferably in fields related to the Twinning Project;
- Experienced Personal Assistant/Office Manager with accomplished personnel and administration skills;
- Experience in project implementation and management, preferably in an international office or in the public administration sector;
- Excellent spoken and written command of English, Albanian and Serbian;
- Proven organisational, administrative and management skills with the ability to identify priorities, apply initiative and adapt to rapidly changing circumstances;
- Proficient drafting/report writing (English, Albanian and Serbian) and analytical skills, acquired through studies or professional experience;
- Advanced computer skills, including a first-class command of Microsoft Word, Excel, PowerPoint & Outlook;
- Ability to meet set deadlines and work in demanding situations with a willingness for hard work and to be flexible, as part of an international result-oriented team;
- Maturity of judgment and a problem-solving approach with the ability to work alone or with minimal supervision;
- Record of reliability and adaptability under pressure;
- Individuals who have been civil servants or Customs officials of the Kosovo Customs (within the previous 6 months) or who are on leave from such administrations to take up this new job are not eligible for the RTA assistant position.

#### **Optional requirements:**

- Previous technical assistance experience in international projects or in EU-funded projects and in particular sound knowledge of EU Twinning Projects framework;
- Knowledge of Customs environment;
- Knowledge of Italian and/or French (spoken and written) is an asset;
- Training or professional experience abroad in EU Member States;
- Knowledge of Kosovo Customs law and procedures.

### **II. RESPONSIBILITIES**

- Supporting the RTA and other project experts in their day-to-day activities as Project Assistant;
- Providing management assistance (including standard office/secretarial activities);
- Supporting the RTA in implementing and applying Project administrative policies and procedures;
- Assisting the RTA in managing Project operational activities and security issues;
- Coordinating administrative activities with RTA and serving as focal point on all local administrative policies and procedures;
- Preparing and ensuring the accurate and timely processing of all administrative related documentation (Mission Certificate, Quarterly Report etc.) and maintaining all required accounting records;
- Scheduling and organizing meetings for RTA and and/or other experts at all levels;
- Assisting the RTA in communications, liaison and general working relations with Kosovo public offices and institutions, relevant to Project activities;
- Assisting in the organization of Twinning Official Functions, Trainings, Seminars, Workshops, Study Tours and in all related administrative tasks;
- Making all travel arrangements, ticket booking, reservations, scheduling airport pickup and transportation needs for arrivals and departures of Project Experts, as required;
- Accompanying the RTA or other project experts to meetings, workshops and seminars and also on missions and field visits throughout Kosovo or Italy;
- Supporting the RTA in the drafting of studies and documents in areas covered by the Twinning (i.e. information collection, monitoring of activities etc.);
- Assisting the RTA in drafting the minutes of the Steering Committee Meetings and other Project meetings and editing any other material related to the Project in English, Albanian and Serbian;
- Providing general support for RTA and/or other experts with Kosovo partners and/or authorities;
- Reviewing, translating and editing text relevant to the project (newsletters, press releases, PowerPoint presentations, substantive documents) in English, Albanian and Serbian;
- Providing assistance to the RTA in liaising with Financial and Project Managers on all matters relating to administration and policy of Project;
- Maintaining Project records and sensitive files in direct and close cooperation with the RTA;

- Preparing, reviewing, posting of financial, personnel and/or related documents and their dispatch to Project Management HQ;
- Maintaining the stationary supplies and inventories;
- Handling public relations matters including organizing any Press Conferences – liaison for all media related activities;
- Providing support to RTA and other Twinning Experts, in terms of project assistance, interpretation and translation, as required;
- Maintaining a high level of ethical behaviour and to act in a non-discriminatory manner at all times;
- Respecting, actively supporting and, where appropriate, contributing to the overall aims and objectives of the Project;
- Following the Project policy documents and guidelines on: behaviour, appearance, health, safety, security, payment regimes, and use of Project equipment etc;
- Maintaining confidentiality in all matters relating to the work of the Project.

### **III. SELECTION PROCEDURES**

CV (Europass format) and cover letter in the English language will be sent to the following e-mail address:

[dogane.internazionali.cooperazione@agenziadogane.it](mailto:dogane.internazionali.cooperazione@agenziadogane.it)

### **IV. DEADLINE FOR THE SUBMISSION OF THE APPLICATION:**

**Monday 2<sup>nd</sup> December 2014**

Short-listed applicants will be invited for an interview by December the 9<sup>th</sup>.

### **V. ADDITIONAL JOB INFORMATION**

#### **Duration:**

Maximum duration of the contract: 24 months

Project start: January/February 2014

#### **Location:**

Pristina, with some possible national and international travelling.

#### **Remuneration and Working Conditions:**

Up to € 1.200/month (gross and all inclusive), subject to skills and experience for a full time job.