

**CARE in the West Bank and Gaza
JOB DESCRIPTION**

Please Check One: New Revised No Changes

Position Title: Office Clerk/Driver	Department/Program: Operations Support
Reports To: Office Administrator	Approved by: Firas Budeiri
# of Direct Reports : 0 # of Indirect Reports: 0	Approved On: 23.2.2010
Current Grade (if applicable): 2	Location: Ramallah

1- JOB SUMMARY:

The Office Clerk/ Driver (OCD) will perform a variety of clerical tasks including and not limited to running errands, picking up supplies and scanning support. He is expected to provide pick up and transportation of staff, visitors and supplies to and between offices. He will assist the Fleet& Security Supervisor in the professional management of CARE's fleet and ensuring that the CARE fleet in all CARE's Offices is maintained and in good working order and will support and follow on maintenance needs/work in CARE premises and international staff residences.

2- RESPONSIBILITIES AND TASKS:

Responsibilities

Job Responsibility #1: Driving:

- The OCD is responsible for ensuring the safe transportation of staff and visitors to/ from and through the West Bank, Jerusalem, Israel.
- He will ensure that vehicle operation laws are observed at all times and that passengers wear their seat belts.
- The OCD must be aware of the current security situation at all times and must be able to use his/her judgment on travel
- The OCD will comply with CARE general policies at all times.
- The OCD will inform the fleet& safety supervisor of any problems with the vehicles.
- Running routine errands to banks, post office, utility companies, customs and others
- Following-up with various officials for signatures on a variety of documents as directed.
- Picking up statements from vendors, delivering payments to vendors, and picking up bank statements.
- Follow up with some official offices in matters related to CARE official work.

35 % of Time:

Job Responsibility #2: Scanning, Record Keeping and Filing:

- Perform scanning of files, Financial transactions and documents as requested by the Office administrator
- Support the Office administrator in filing and filing system management
- Opens new files

35 % of Time

Job Responsibility #3: Office and international staff housing maintenance

- Identifies and overlooks maintenance needs for the Jerusalem office, Ramallah office and international staff housing. This includes procurement and maintenance of: office and housing premises (and liaison with landlords), office equipment, phone systems, air conditioning systems, and alarm systems and perform minor repairs
- Oversees contractors performing renovations or repairs in to ensure that work is timely, of good quality, and within budget.
- The person in this position will act as a part of the committee responsible for the annual physical inventory count.

10 % of Time

Job Responsibility #4: Assigned duties on a temporary basis:

- Delivering supplies throughout the West Bank, and on special occasions deliveries to Gaza borders.
- Preparation of kits and helping in the warehouses with loading and unloading of
- May be asked to temporarily replace the office receptionist.
- Assisting the CO work relevant to administration
- Assisting the CO in asset management
- Other duties as assigned

20 % of Time

3- QUALIFICATIONS – (must be specific, realistic and related to job responsibilities)

A- Specialized Know How

B- Education and training

Required:

- Two years of post secondary education (such as secretarial training) or combination of experience and education.

- Israeli Driving License

Desired:

- Training in Office Admin/ Management.

C- Managerial Know How

Involves integrating and harmonizing requirements of diverse functions in operating, support, and administrative situations. It may be exercised through consultation as well as direct action; Management requires a combination of planning, organizing, controlling, and reviewing along with direct and indirect execution. Choose one of the following: Task; Minimal; Related; Diverse; Broad.

- This position requires **(Minimal)** managerial know-how.

D- Experience

Required:

- Two years prior office and driving experience

Desired:

- Previous employment with a humanitarian aid agency.

E- Technical skills

Required:

- Good computer skills in MS Word, Excel (or other spreadsheets) and word processing.
- Good verbal and written skills in Arabic, English, and Hebrew.
- Ability to operate standard office equipment such as: scanners, copiers, over head projections, fax machines and conferencing equipment.
- Israeli Driving License

Desired:

F- Human relations skills

Consists of active practicing skills in the area of human relationships. In the work context Human Relations Skills include all capabilities that are needed to interact on a direct person-to-person basis, and through varied approaches build understanding of, acceptance of, or commitment to, courses of action that are important for the organization. These skills may be applied in relation to peers, subordinates or peers within the organization, or to people outside the organization. (See Guidelines for definitions).

- The Human Relations Skills for this position are designated as **Basic**

G- Competencies

CARE Core Competencies:

- **Respect** - Behaving in a manner that reflects a true belief in and appreciation for the dignity and potential of all human beings. Gaining other people's confidence and setting an environment of trust and openness.
- **Integrity** - Maintaining social, ethical, and organizational norms; firmly adhering to codes of conduct and ethical principles inherent to CARE.
- **Commitment to Service** – this competency is woven throughout all aspects of the employee's performance.
- **Excellence** - Setting high standards of performance for self and/or others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed; ensuring interactions and transactions are ethical and convey integrity.
- **Diversity** - Promoting, valuing, respecting and fully benefiting from each individual's unique qualities, background, race, culture, age, gender, disability, values, lifestyle, perspectives or interests; creating and maintaining a work environment that promotes diversity.

List four to six additional competencies for this position: (see list at end of document and cut and paste desired competencies).

- **Follow-up** – Monitoring the results of assignments, or projects, considering the skills, knowledge, and experience of the assigned individual or organization and the characteristics of the assignment or project.
- **Collaboration** – Working effectively and cooperatively with others towards shared goals, establishing and maintaining principle centered working relationships.
- **Contributing to Team Success** – actively participating as a member of a team or work unit to move the team/unit toward the completion of shared goals.
- **Initiating Action** - Taking prompt action to accomplish objectives; taking decisive action to achieve goals in times of uncertainty or in fluid contexts; being pro
- **Stress Tolerance** - Maintaining effective performance under pressure or adversity; handling stress in a manner that is consistent with CARE's core values.

4- PROBLEM SOLVING

Is comprised of the Thinking Challenge and Thinking Environment

***Thinking Environment** considers the rules, instructions, practices, precedents, standards, principles, policies, goals, and objectives that create the context in which a job is authorized to deal with unusual situations. It describes the degree of freedom permitted to the job to initiate the thinking process as a result of external conditions, as well as internal conditions of the organization. Choose one of the following: Strict Routine; Routine; Semi-Routine; Standardized; Clearly Defined; Broadly Defined; Generally Defined; Abstractly Defined. (See Guidelines for definitions).*

- This position is defined as **Semi- Routine**

***Thinking Challenge** describes the situational and nature and degree of difficulty of mental effort required to come to conclusions, make decisions, provide answers, or discover new things.*

Choose one of the following: Repetitive; Patterned; Interpolative; Adaptive; or Uncharted. (See Guidelines for definitions)

- This position is defined as **Patterned**

5- ACCOUNTABILITY

Is the answerability for actions and for their consequences. It is the measured effect of the job or position on end results. It has three dimensions in the following order of importance: Freedom to Act; Impact on End Results; and Magnitude.

A) Freedom to Act is the degree to which personal or procedural control and guidance for work (or lack thereof) exists. This is a function of the organizational framework, the personnel and policy direction, and the flows, processes, and systems that are established in the organization. Choose one of the following: Limited; Prescribed; Controlled; Standardized; Regulated; Clearly Directed; Generally Directed; Guided; or Strategically Guided. (See Guidelines for definitions).

- This position would be designated as **Controlled**

B) Impact on End Results considers the principal nature of the job's influence on end results, which ranges from very direct control to very indirect support. Choose the Impact category that reflects the basic purpose of the job most clearly. Ancillary; Contributory; Shared; Primary (See Guidelines for definitions).

- This position would be **Ancillary**

C) Magnitude: Financial: What parts of CARE's revenue and/or expenses are impacted by the job's primary goals? Use current fiscal year amounts. e.g. project budget, fundraising or contract goal, budget managed or monitored, donations processed, purchases made, contracts negotiated/signed, benefits costs.

- What is the \$/EUR amount related to job's primary goals? \$0
- What is the \$/EUR amount of signing authority for this position? \$0

5- CONTACTS/KEY RELATIONSHIPS:

List the primary external and internal relationships, which the employee is expected to maintain. State the purpose of these interactions.

- Visitors to CARE WB/G – transporting.
- CARE's Staff in the headquarter office and the different field offices
- Israeli Forces – crossing checkpoints.
- Fleet & Security supervisor for coordination and guidance on driving schedule and fleet maintenance
- The Office administrator for day to day schedule, routine errands, scanning and filing
- Logistics for preparing kits and loading and unloading goods

6- WORKING CONDITIONS:

CARE West Bank/Gaza currently has a main office in East Jerusalem and sub-offices in Ramallah, Jenin, and Gaza. The place of work will be Ramallah

- **Travel:** Most of his/her time will be spent transporting staff, visitors and goods through Israel, Jerusalem and the West Bank.
- **Safety and Security:** Working conditions can be difficult due to the political situation. Care must be taken when traveling in the country. Travel between offices may be slow or interrupted due to closures, curfews, and checkpoints blocking traffic flow. CARE has a safety and security officer who is available for advice and guidance.

7- SIGNATURES:

Direct Supervisor:

Date:

CD/HR Manager:

Date:

Employee :

Date:
