

**CARE International- West Bank and Gaza  
JOB DESCRIPTION**

Please Check One: New Revised No Changes

Position Title: Communications Radio Operator	Department/Program: <b>GANSO III</b>
Reports to: Project Manager  # of Direct Reports : 0      # of Indirect Reports: 0	Approved by: Elliott Woods/ Project Manager
	Approved On: 9/11/2009
Current Grade (if applicable): 3	Location: Gaza

**1- JOB SUMMARY:**

Reports verbally and by electronic mail to the Project Manager. The GANSO Radio Operator will assist in the receipt and dissemination of security & safety related information collected from International and local NGOs by multiple types of communication equipment, including but not limited to: GP-360 Motorola base radio set, mobile phone Short Messaging Service (SMS), facsimile machine, email and landline telephone. The Radio Operator will interface via telephone and field visit with GANSO focal points throughout the Gaza Strip. The Radio Operator will also monitor local and international media for Gaza-related news stories and information. The Radio Operator will assist the filing and archiving of information and in the production of daily internal GANSO reports, and will also assist in the research and production of GANSO Bi-Weekly Reports and Monthly Briefings.

The Radio Operator is required to maintain proficiency in use of laptop and PC computer systems and applicable programs (Excel, Word, Access, Powerpoint). The Radio Operator will ensure proper storage of data prior to dissemination in report format, as outlined by GANSO Standard Operating Procedures (SOP). The GANSO Radio Operator must maintain high oral and written proficiency in the Arabic and English languages for the purposes of direct translation.

It is the GANSO Radio Operator’s responsibility to report the GANSO III Project Manager and record all incidents delivered by landline, mobile phones, facsimile and GP-360 Motorola base radio during his or her assigned 8 hour shift. The Radio Operator should enjoy interpersonal interaction and working with people from a wide variety of cultures as interfacing with partner International NGOs comprises a large share of GANSO’s mission. The Radio Operator will take responsibility for prioritizing his or her daily activities and organizing his or workstation and reports. The Radio Operator will report technical problems with equipment to the Project Manager immediately and will adhere to all safety regulations as prescribed by CARE policy and applicable government regulations.

Revised: 9/11/2009

## 2- RESPONSIBILITIES AND TASKS:

### **Job Responsibility #1: Data Collection, Organization, and Storage**

- Assists in daily calls to GANSO focal points throughout Gaza Strip and records updates according to GANSO SOP for dissemination in daily internal GANSO reports.
- Uses all available communications equipment proficiently to collect and record messages received by phone, facsimile (fax), mobile phone, email and mobile Short Message System (SMS).
- Monitors and scans local and international media for up to date information related to safety and security in the Gaza Strip; researches specific topics via Internet at the discretion of GANSO Project Manager.
- Maintains proficiency in use of laptop/PC Microsoft Word, Excel, and Access, and records information in accordance with GANSO SOP.
- Operates GP-360 Motorola base radio set using proper phonetic alphabet (Example: A (Alpha), B (Bravo) etc. Verifies each message received by using phonetic alphabet to include numbers, grid coordinates, date and time of incident reported by NGOs.
- Reports loss of communication frequency or inoperable phone, fax to Information Officer.
- Keeps Project Manager informed at all times of all safety and security related developments in the Gaza Strip by oral or mobile communication.

#### **40 % of Time**

### **Job Responsibility # 2: Radio Communications/SMS dissemination to NGOs**

- Translates Arabic to English and visa versa accurately and efficiently. Maintains excellent oral and written communication skills in both languages.
- Disseminates information and GANSO alerts in accordance with GANSO SOP via radio, SMS, telephone, and email as directed by the Project Manager.
- Monitors the GP-360 base radio station (common and simplex) channels for security related messages sent from NGOs via VHF throughout the Gaza Strip.
- Performs daily radio checks with GANSO partners in accordance to GANSO SOP to ensure that GANSO radio systems are properly functioning at all times.

#### **25 % of Time**

### **Job Responsibility #3: Project Activities:**

- Maintains records, files and field reports for the project operations.
- Drafts communications to local stakeholders for and under the guidance of the Project Manager
- Provides information to the public, GANSO partners, and others as needed.
- Performs a variety of administrative functions which include but are not limited to: typing, word processing, drafting routine correspondence, transcribing, monitoring and making appointments, creating and maintaining various databases (as required).
- Assists in the organization and implementation of meetings and workshops as directed by the Project Manager.
- Prepares Purchase Requests for the project.
- Prepares General Receipt Memos for goods/services received.

**25 % of Time**

**Job Responsibility # 3: Communications Equipment Care & Maintenance**

- Updates virus software on all computer systems and ensures that computers are used safely, data is stored safely and backed up, and that computer systems are not used for downloading potentially dangerous files or software.
- Backs up data on external hard drives and briefs oncoming Radio Operator on problems with computers, phones, facsimile, copiers and base station.

**5 % of Time**

**Job Responsibility #4: *Perform other duties as assigned.***

**5 % of Time:**

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

*A- Specialized Know How*

*B- Education and training*

*Required:*

- Completion of Diploma
- Excellent written and oral English language proficiency

*Desired:*

- BA or equivalent in at least two years of computer training or practical application (use).
- Demonstrated use of VHF radio GP-360 radios and SMS mobile phone.
- A willingness to learn and an eagerness to be part of a dedicated team in a fast moving, challenging environment.

*C- Managerial Know How*

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

*D- Experience*

*Required:*

- Two years of hands on training or equivalent practical experience in the use and application of computer systems and software.
- Experience in operation of GP-360/380 Motorola base station and handheld radios.

*Desired:*

- Two years experience working with NGOs as radio communications specialist.
- Experience working with other local or international NGOs.

*E- Technical skills*

*Required:*

- Advanced written and spoken skills in English and Arabic
- Proficiency in applicable Microsoft software, to include MS Word, Excel and Access. Types at least 40 words per minute in English and Arabic.

*Desired:*

- Fluency in Hebrew is an asset.
- Knowledge of the map of Palestinian Territory and history.

*F- Human relations skills*

- The Human Relations Skills for this position are designated as **Basic**
- The Radio Operator will have strong interpersonal skills and will enjoy working with others, being part of a small and dedicated team, and interfacing regularly with GANSO members.

*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.

*Are the how a person gets the job done and are the values or organizational competencies.*

*List four to six competencies used by your Designated member of country office, which are appropriate for this position.*

- **Initiating Action** - Taking prompt action to accomplish objectives; taking decisive action to achieve goals in times of uncertainty or in fluid contexts; being proactive
- **Stress Tolerance** - Maintaining effective performance under pressure or adversity; handling stress in a manner that is consistent with CARE's core values.
- **Collaboration** – Working effectively and cooperatively with others towards shared goals, establishing and maintaining principle centered working relationships.

- **Customer Focus** - Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relations..
- **Information Collection/Monitoring** - setting up ongoing procedures to collect, review, and synthesize information needed to manage a function, or the work within a function
- analysis); using effective approaches for choosing a course of action or developing appropriate solutions.
- **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.

#### 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 **Standardized**

**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

- This position would be designated as standardized by GANSO SOP and CARE Policies

*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 **Contributory**

**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:**

- 47 International NGOs/53 National NGOs security focal points.
- This position reports to the GANSO Information Officer.

**6- WORKING CONDITIONS:**

The GANSO office is located within the offices of CARE International in Gaza City. Some CARE staff members vital to the GANSO project are employed in the Ramallah office, but the Radio Operator will be permanently stationed in the CARE Gaza Office.

- **Travel:** Some travel may be required between Rafah, Deir Al Balah, Khan Yunis and Gaza if candidate selected is not from immediate locality.
- **Safety and Security:** Working conditions can be difficult due to the political situation. Care must be taken when traveling in the country. Travel from outside of immediate locality may be slow or interrupted due to security situation. The chosen candidate for employment must ensure his or her arrival is prior to the designated time of shift.

**7- SIGNATURES:**

**Direct Supervisor:**

**Date:**

**CD/HR Manager:**

**Date:**

**Employee :**

**Date:**