



Kosovo Property Agency

VACANCY ANNOUNCEMENT

№ 09/2010

№: 09/2010
Dated: 08 June 2010

Administrative Assistant – Information Unit (2- positions)

HQ-Pristina

Salary level: L-1 (approximately 496 € gross monthly)

Duration: 3 months, with possible extension

(Ref. №:KPA-016/2010)

The position is located within the Information Unit and under the direct supervision of Team Leader Call Center and Head of the Information Unit the incumbent is responsible for maintaining and enhancing the Agency's communication with the parties to a claim with a particular responsibility for the Call Centre, however, the main duties can be described as follows:

- Maintain and enhance external communication with parties to a claim, mainly contact with parties to a claim from the moment the claim is submitted, decision is made and until its implementation.
- S/he is responsible contacting parties to a claim, requesting additional information and documents from the parties, informing them about the decision and making appointments for decision delivery.
- Investigate unreachable claimants and set up lists for publication;
- S/he will be part of the KPA information service where replies are given to claimants on case status inquiries.
- S/he will update the central database, keep records of all calls and executed task.

Required qualifications and experience:

- Secondary school degree/Diploma, preferably one year of relevant work experience;
- Professional experience in case preparation and client contact/external communication;
- Knowledge within a legal environment preferably in property law;
- Excellent communication skills;
- Written and spoken knowledge of English;
- Written and spoken knowledge of both Albanian and Serbian;
- Proven ability and knowledge of modern office procedures;
- Knowledge of and experience with MS Office software;
- Ability to work independently and efficiently.

Deadline for submitting applications is 23 June 2010

Detailed Terms of References (TORs) and requirements for these positions may be downloaded from www.kpaonline.org/jobs or collected at any of the KPA offices. Applicants are requested to complete a Personal History Form available at KPA offices or at www.kpaonline.org/downloads/phf. Applicants for the KCB positions are requested to complete a KCB Application Form available at: http://www.kpaonline.org/PDFs/PISG.application_form.pdf. Complete applications may be submitted for attention of Personnel Office prior to the above deadline by hard copy to any KPA office, by e-mail it to recruit@kpaonline.org or by fax to (038) 249-919.

Applications from qualified women are encouraged. Preference will be given to equally qualified internal candidates.

Only short-listed candidates will be contacted. The candidate should clearly specify which post and which duty station s/he is applying for by referring to the Vacancy Reference Number listed for the post.

KPA ZYRAT/OFFICES/KANCELARIJE KPA-a

Selia/Headquarters/Sedište: Perandori Justinian no.5, Prishtinë/Priština, tel. (038) 249-918, fax. (038) 249-919; **Beograd:** Kosovska 49/8, tel. (011) 334-5513, fax. (011) 334-5314; **Gjilan/Gnjilane:** Lidhja e Prizrenit 114, tel. (0280) 320-289, fax. (0280) 324-067; **Mitrovicë/Mitrovica:** Mbretresha Teuta/Nenadović 14 (vis a vis UN HQ/Jugobanka), tel. (028) 530-136, fax. (028) 530-139; **Pjesa Veriore e Mitrovicës/Severni deo Mitrovice:** ndërteser e AKM-së (afër Stacionit Verior të Policisë së UNMIK-ut)/Trepca-building/zgrada KPA (pored UNMIK-ove Policijske Stanice Sever); **Pejë/Peć:** Mbretresha Teute 85, tel.(039) 431-668, fax. (039) 432-970; **Podgoricë/Podgorica:** Crnogorskih Serdara bb, tel. (081) 624-216; **Prishtinë/Priština:** Rexhep Luci/Goleška 2, tel. (038) 225 473,fax(038)244-854; **Prizren:** "Wiliam Walker "nn Prizren (at EULEX base) Tel: (038) 760 610/ (038) 760 611; **Skopje:** Vinichka Street No. 10 (CDRIM-building), first floor Telephone: +389 71 886 564

www.kpaonline.org

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