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Public Information Assistant Temporary Appointment (PIA/1)

Organizational Setting and Reporting Relationships: This position is located in the Guided Tours Unit (GTU), Visitors Services Section, Outreach Division, Department of Public Information. The incumbent reports to the Chief of the Unit and the Chief of the Section.

Responsibilities: Within delegated authority, the Public Information Assistant will be responsible for the following duties:

Conduct one-hour lecture tours, four to five times a day, on the history and work of the United Nations in the areas of peace and security, development, and human rights. This includes showing visitors the various Council Chambers and thematic exhibits while explaining the functioning of its Main Organs and recent developments in the field.

Participate in daily briefings, as well as special briefings on different topics, such as peacekeeping, disarmament and human rights. Study and research UN materials in English, in order to stay abreast of current activities related to the UN system.

Use tact and diplomacy in handling probing questions or comments from visitors regarding politically sensitive or controversial issues involving the work of the Organisation.

Tailor language and information to different audiences (e.g. children, students, senior citizens, VIPs, UN Mission staff and media representatives) and respond to politically sensitive questions in an accurate and effective manner.

Communicate and handle effectively stressful client-service situations by showing emotional intelligence and solid client orientation skills.

Develop positive work relationship with peers, tour coordinators and supervisors based on mutual trust and respect.

Undertake other assignments to facilitate the smooth running of the guided tour operation, which include **a)** Assist the Tour Coordinator in dispatching groups of visitors on tour **b)** Monitor the closure of chambers and liaise with tour coordinators, cashiers and UN Security while assigned as tour route monitor, and **c)** Help out with crowd control issues and any elchair assistance while on tour.

Assist other UN offices when the tour operation is suspended during the General Debate of the General Assembly in September, as required.

Work implies frequent interaction with the following:

General public and UN ; Tour Coordinators, to communicate to PIAs any logistics or crowd control changes on tour route; Chief of GTU and Visitors Section staff; Meeting Services Officers and UN Security staff, to facilitate access to closed meetings and obtain updated information on security restrictions and concerns while on duty on the tour route.

