



ICRC

International Committee of the Red Cross
ICRC Compound, Ministries Road, Amarat Juba, South Sudan



JOB ADVERTISEMENT

SUPPLY CHAIN ADMINISTRATOR/CUSTOMER SERVICE DESK OFFICER 1

Based in Bor

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

The ICRC is mandated to work in countries affected by armed conflict or other situations of violence. The ICRC is present in over 80 countries and has some 13,000-field staff.

In 1986, the ICRC expanded its presence to South Sudan. There are more than 700 ICRC staff working in Juba, Bentiu, Malakal, Rumbek and Wau. The ICRC is looking for an enthusiastic and motivated person for the above position.

ICRC is Equal Opportunity Employer giving highest priority to staff safety and security.

For more information, visit website: <http://www.icrc.org/>

AIM OF THE POSITION

Supply-Chain Administrator 1 (in the Synergy system environment) or Customer Service Desk Officer 1 (in the OSCAR system environment) ensures that requests are handled efficiently and effectively to meet needs in the field. S/he also makes information about potential or firm orders available to other logistics staff and those requesting services.

Main Duties and Responsibilities:

- Processes requisition order according to the ICRC's logistics and financial procedures.
- Ensures that the priorities set by the Logistician are followed.
- Keeps those requesting services regularly informed about progress on their requests.
- Records and files documents pertaining to the ordering process; registers and transmits claims and remarks from those requesting services.
- Updates logistics dashboards and provides statistics.
- Contributes to supply-chain support for an assigned geographical area or specific group of products.
- May act as a Statistician.
- Receives, reviews and submits to validation all supply requests SRs related to Bor sub-delegation using the ICRC logistics Enterprise resource planning ERP system (JDE/OL/IRIS).
- Coordinates with Purchasers, Logistics Site Manager, and finance to clarify the sourcing mode of the SRs, items' prices, lead time, accounting data ... etc.
- Using logistics ERP system generates Order Fulfilment documents; Supply Order SO, Supply Direct Delivery SD/OD, and Supply Petty Cash SSP according to financial rules and agreed sourcing mode with logistics units.
- Follow-ups processes until goods/services are delivered to destination.
- Ensures that SRs are delivered on time.
- Updates the requesters regularly with their open Supply Requests status, and makes sure requesters make goods confirmation of delivered items in the system.
- Regularly reports the supply chain activities, any issues or delays, discusses and proposes solutions to Logistics Site Manager.

Only short-listed candidates will be contacted. Application files not retained will not be returned.

- Regularly checks Tableau, logistics dashboard and communicate to Logistics Site Manager in case of issues and proposes solutions.
- Reports claims received from the clients to the supervisor.
- Attaches all related files to Supply Requests in logistics ERP system or/and related requests in Service Team Management (STM).
- Internally, interacts with staff in all logistics units, units that use logistics services and the Finance and Administration Division.
- No external relationships.

Minimum required knowledge & experience:

- Technical degree in logistics, administration or equivalent;
- Good command of spoken and written English and Basic Arabic;
- Computer literacy; good knowledge of Microsoft Office;
- Knowledge of enterprise resource planning software an asset;
- 3 years previous experience in administration or within a supply-chain or logistics department.
- Good knowledge of the supply chain.
- Good level in computer skills (Word, Excel and Power-point);
- Good knowledge of the assigned geographic area;
- Understanding of ICRC mandate, International Humanitarian Law, and other humanitarian topics
- Ability to master the following competencies: Representing the ICRC; Adapting & Learning; Communication (ability to express and exchange views and ideas); Planning, Organization & Assessment;

HOW TO APPLY

Interested candidates should submit their application clearly marked **"SUPPLY CHAIN ADMINISTRATOR/CUSTOMER SERVICE DESK OFFICER 1- Bor"** (including C.V. written in English) and copies of certificates at latest **Wednesday, 11th March 2020** to the **HR Manager**.

either: At the ICRC reception in **Juba, Wau, Rumbek, Bor, Malakal and Bentiu**

or By email to: brx_recruitment_services@icrc.org

Approved by Labour office

Bor, Jonglei State

Zaido



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