



Terms of Reference

Logistics Support Agent (Group IV)

Department: Admin and Logistic Support	Duty Station: (Jordan/Amman)
Job title: Logistics Support Agent (Group IV)	
Supervisory roles, back-up and replacement to be established by the Ho(R)O (Head of (Regional) Office).	
1. Job summary:	
The jobholder provides the overall management and execution of varied and inter-related upkeep and maintenance services to ensure the good running of the Office. The jobholder commits to strict confidentiality.	
2. Responsibilities & Tasks:	
Within delegated authority, the Logistics Support Agent (Group IV) is responsible for the following tasks:	
Assets & Fleet management	
• Supervises office drivers, maintains all records related to the use of DG ECHO vehicles, such as vehicle daily log and vehicle history record, and regularly submits them to relevant administration staff. • Advises on and follows up the maintenance and insurance of the vehicles. • Advises on maintenance of technical equipment and office building installations. Supervises works during execution. • Follows up the work of general services and maintenance agents. • Monitors the delivery of services by external contractors. • Manages the office stationery stock and non-ICT (Information and Communication Technology) pooled equipment. • Provides support to check the good condition of the property owned by DG ECHO. • Provides support to ensure the proper maintenance and functioning of other office equipment and furniture. • Provides support to ensure the proper maintenance, functioning and availability of non-ICT pooled equipment.	
Specific duties for the senior level Logistics Support Agent	
• Plays an active role in procurement of administrative property and various kinds of expendable supplies necessary for the smooth functioning of the office, by foreseeing needs and proposing solutions. • Provides support to projects related to office rent procedures, utilities, communications, security arrangements and other common services.	



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Inventory management

- Helps with the annual physical inventory verification by conducting the fixed assets physical count.
- Supports the preparation of inventory reports.
- Labels assets and establishes ID forms.

Specific duties for the senior level Logistics Support Agent

- Maintains records of non-expendable office equipment and furniture, updates the inventory in case of purchase, transfer, donation and write off, and timely reflects new entries in inventory cards.

TA Settlement and Protocol

- Helps on all protocol matters with the Ministry of Foreign Affairs and other Local Authorities.
- Maintains the internal system for tracking and follow up of any protocol tasks (visa requests, travel permits, stay permits, car registration etc.) in liaison with the EU delegation.
- Performs the necessary steps in applying for exemption and customs clearance of vehicles to the responsible entities.
- Makes the necessary arrangements for the import and export of household goods for expatriate staff.
- Performs the procedures for obtaining visa for missions of expatriate staff, with the Ministry of Foreign Affairs of the country. Prepares necessary documents related to obtaining/extending of visa and work permits to staff (including family members).
- Supports in applying for visas to other countries for DG ECHO staff official missions.
- Monitors the homes of expatriate staff during their absence (missions, holidays) under the guidance of the RSC (Regional Security Coordinator).

Specific duties for the senior level Logistics Support Agent

- Maintains contacts with relevant government organisation and their local representatives to ensure compliance with local rules and regulations.
- Supports the office staff in the event of urgent deployments to crisis areas.
- Follows up the customs clearance management for all DG ECHO goods and TAs' (Technical Assistants) removal goods and cars bought during the first 6 month of contract.

Driver Duties (*where applicable*)

- Drives DG ECHO vehicles upon request and according to the information contained in the logistics board.
- Provides reliable and safe driving services by driving office vehicles for the transport of DG ECHO staff, EU officials and visitors and the delivery and collection of mail, documents and other items.
- Meets EU officials and visitors at the airport and provides support with visa and customs formality arrangements when required.
- Loads/unloads the vehicle and ensures the security of goods while in the vehicle.



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- Ensures the proper day-to-day maintenance of the assigned vehicle through timely minor repairs, arrangements for major repairs, timely changes of oil, check of tires, brakes and water levels, car washing, etc. so that the vehicle is always kept clean and in good running condition.
- Ensures the availability of all the required documents/supplies, including vehicle insurance, vehicle registration, vehicle logs, check list, fuel forms, map of the city/country, first aid kit, and necessary spare parts in the assigned vehicle, in accordance with ECHO fleet management procedures.
- Checks the weekly mission's schedule of the vehicle, anticipates needs and reports any changes in the vehicle use plan.
- Ensures all preparations for field missions (vehicle, equipment, routes, contacts, etc.), under the supervision of the RSC and the SL (Senior Logistician).
- Ensures that the steps required by rules and regulations are taken in case of involvement in an accident.
- Reports any accident or incident, even minor, to the AC (Administrative Coordinator), and in their absence to the Head of the Regional Office (HoRo)/HoO immediately.

Messenger

- Goes to the bank and Post office (deposit, transfer cards, take money, remove check books, etc.).
- Gets and delivers mail to the EU Delegation, bank and post office.
- Carries and tracks documents sent to the EU Delegation for the respective signature.
- Ensures timely delivery of the diplomatic bag and distribution of mail in the DG ECHO office.
- Receives, sorts, distributes and dispatches all the incoming and outgoing mail.
- Delivers mail, internal correspondence, courier deliveries and packages within the office.
- Records details of outgoing courier packages. Prepares mail outs as required.

General Administration support

- Fills any document relating to logistics, according to DG ECHO procedures.
- Plays an active role in the preparation of the DG ECHO seminars and workshops (i.e. hotel quotations, bookings, logistical support, accommodations, venue set-up, transport arrangements, ICT set up, etc.).
- Plays an active role on preparedness and response in case of emergency deployment and logistics support (mission, BCP (Business Continuity Plan), kits, etc.).
- Maintains administrative and logistical files with necessary confidentiality when required.
- Translates and interprets, as appropriate when necessary.

Specific duties for senior level Logistic Support Agent

- Assisting in the training, briefing and welcoming of newly recruited personnel.
- Drafting of administrative and financial notes for the DG ECHO RO (Regional Office) on protocol,



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logistics, procurement, ARAs (Administrative Requests for Authorisation), monthly report(s), etc.

Office specific responsibilities/tasks

(When applicable)

- Undertakes any additional tasks as assigned by the Supervisor, the HoO/RO and/or Headquarters.

3. Competencies required:

- **Working and communicating effectively with people:** ability to communicate, support and work effectively with colleagues and teams to achieve collective goals. Building and maintaining excellent relationships with colleagues and partners.
- **Achieving impactful results and quality:** ability and commitment to organise and perform the job to the highest standards, delivering consistent results and striving for quality assurance.
- **Understanding of the humanitarian and DG ECHO way of working:** ability to support DG ECHO's mandate, strategies and operations, to ensure policy compliance and in particular the correct use of the Key Results Indicators (KRIs), and to ensure DG ECHO's visibility. Ability to ensure the correct application of DG ECHO guidelines and procedures in all the decisions taken.
- **Demonstrating exemplary attitudes and behaviours:** commitment to act in line with DG ECHO and humanitarian values and demonstrating the required and exemplary attitudes necessary for the Field Network.

4. Job Requirements:

Education

- Secondary education or equivalent. Must have a valid driver's license.

Knowledge and Experience

- Minimum 3 years of relevant work experience at national or international level in the area of administration, protocol, procurement or logistics.
- Minimum 5 years of relevant experience driving 4-wheel drive vehicles, with a safe driving record and specific driving experience in the sub-region if applicable.
- Basic knowledge of working processes (purchase orders, preparation of contracts for services and goods, etc.).
- Previous experience in a Governmental or other International Organisation is an advantage.
- Good communication skills.
- Capacity to work in a multitasking position.
- Ability to work in a multicultural environment.
- Knowledge of communication equipment such radio and GPS is an advantage.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.).



EUROPEAN COMMISSION

DIRECTORATE-GENERAL FOR EUROPEAN CIVIL PROTECTION AND HUMANITARIAN AID
OPERATIONS (ECHO)

Resources

ECHO Field Network

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Languages

- Fluency in English (oral and written).
- An excellent knowledge of Arabic.

Disclaimer:

The Authority Authorised to Conclude Contracts (AACC) reserves the right to amend the job requirements in line with the local labour market conditions.