



General Secretariat (GS)

Geneva, 16 April 2018

E-mail: erecruit@itu.int

To the Director-General

Circular letter No. 23

Subject: **Vacancy Notice No. 13P-2018/SG-TLC/EXTERNAL/P4**

Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than 17/06/18 on ITU web site: <http://www.itu.int/employment/Recruitment/index.html>

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Guadalajara, 2010), affirming that: "... in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the desirable balance between female and male staff."

At its 2001 session the Council approved Resolution 1187 encouraging Member States and Sector Members to suggest for ITU staff positions, especially at Professional and higher levels, appropriately qualified woman candidates.

Yours faithfully,

Mr. Houlin ZHAO
Secretary-General

Annexes: **Vacancy Notice No. 13P-2018/SG-TLC/EXTERNAL/P4**



ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world. To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

VACANCY NOTICE N° 13P-2018/SG-TLC/EXTERNAL/P4

Date of Issue: 16 April 2018

Currently accepting applications

Applications from women are encouraged

Functions: Head, Sales and Client Relations Service

Post Number: TLC6/P4/1073

Deadline for Applications (23.59 Geneva CH) : 17 June 2018

Duration of Contract: 1 year

Type of Appointment: Fixed-term Appointment

Duty Station: Geneva, Switzerland

Grade: P4

Organ:

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Organization Unit:

The TELECOM Secretariat is responsible for the planning, organizing and executing of all ITU Telecom World Events. These events are major global information and communication technology (ICT) exhibitions and associated forums, and help keep ITU's Member States, Sector Members and other key players informed of the latest advances in ICTs. Through an exhibition for

digital solutions, forum for sharing knowledge, and networking opportunities connecting nations, organisations and individuals, ITU Telecom World events provide a global platform for governments, corporates and small and medium enterprises to come together, power social and economic development, create collaborative opportunity and stimulate industry growth.

Duties / Responsibilities

Under the direct supervision of the Executive Manager, ITU Telecom and the functional supervision and monthly reporting to Chief, Financial Resources Management Department (FRMD) the incumbent will be responsible for the following:

- **Management:** Lead and supervise the Sales and Client Relations Service (SCRS) in ITU Telecom and Marketing Sales and Development Service (MSDS) in FRMD, including through the establishment of service work plans, Key Performance Indicators (KPIs) and individual performance objectives. Represent the SCRS and MSDS at Management and other meetings, within the delegated authority.
- **Strategic Planning:** In collaboration with ITU Telecom Management Team and under the supervision of ITU Telecom Executive Manager, develop strategic sales plans including sales targets for ITU Telecom World event. Manage, monitor the implementation and ensure delivery of these plans. Provide related financial projections for budgetary purposes.
- **Sales:** Negotiate and manage sales contracts with strategic customers of ITU Telecom, ITU Publications and souvenirs. Identify external sales partners; review, modify and establish sales processes in line with ITU regulations. Work towards effective and measurable generation of sales leads and ensure that sales opportunities are converted into confirmed sales. Continue the development of promotion of ITU Publications and souvenirs.
- **Product Development:** Analyse sales trends, procedures, and past results, in order to determine existing and potential level of demand for ITU Telecom World Events products, new formats of ITU Publications and new lines of ITU souvenirs. Propose adapted product and pricing models; design and recommend courses of action in product development to meet strategic growth objectives and plans.
- **Business Development:** Identify new business channels; develop and maintain partnerships with key ICT players and related entities in the public and private sectors to grow the customer base of ITU Telecom and ITU Publications including co-publishing opportunities.
- **Client Relations:** Develop and implement a client relations strategy to ensure client satisfaction and sustainable customer loyalty. Monitor the implementation and ensure the successful delivery of the strategy through continuous dialogue with all relevant stakeholders, such as clients, account managers and ITU Management.
- **Personal Network and Client Mobilization:** Personally build close professional relationships and maintain a comprehensive network of key ICT players, including associations and academia, private and public sector entities, and particularly with national governments, in order to successfully promote presence with pavilions at ITU Telecom World events and their continuous support and participation of high-level delegates.
- **Internal Collaboration:** Establish and maintain excellent working relationships internally with other teams in ITU Telecom, FRMD, as well as with ITU Bureaus and Departments.

- Market Research: Keep abreast of ICT and events industry trends and developments, particularly sponsorships and exhibitions products and practices, and solicit customer feedback to ensure products and services remain relevant to customers' requirements and meet expectations. Identify potential market opportunities.
- Undertake any other responsibilities and task as required by the service and/or management of ITU Telecom and FRMD.

Competencies

- **Core Competencies:** Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.
- **Essential Functional Competencies:** Analysis, Judgement and Decision-making; Client and Service Orientation; Innovation and Facilitating Change; Networking and Building Partnerships; Successful Management.
- **Essential Technical Competencies:** Excellent business acumen with the ability to develop recommendations for optimizing business and financial performance. Excellent understanding of revenue generating/cost saving/control strategies and the supporting tools, systems and software to facilitate implementation. Excellent verbal and written communication in English, including presentation skills to engage clients from the public and private sectors as well as strong selling and negotiating skills. Excellent project management skills and ability to manage multiple projects simultaneously.

Qualifications required

Education:

Advanced university degree in business, management, ICT, international relations or a related field OR education from a reputed college of advanced education with a diploma of equivalent standard to that of an advanced university degree in one of the fields above. For internal candidates, a first university degree in one of the fields above in combination with ten years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least seven years of progressively responsible experience, including at least three at international level, working in sales and revenue generation with demonstrated experience of successfully managing revenue generating/partnership accounts. Experience in events organization and knowledge of ICT industry are required. Experience with public sector stakeholders within a United Nations context would be an advantage. Experience in publications, digital media and digital content would be an advantage. A Doctorate in a related field can be considered as a substitute for three years of working experience.

Languages:

Knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) at advanced level and knowledge of a second official language at intermediate level. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries: when candidates from such countries possess a

thorough knowledge of one of the official languages of the Union, their applications may be taken into consideration.)

Additional Information:

Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances.

Annual salary from \$ 71,332 + post adjustment \$ 57,636

Other allowances and benefits subject to specific terms of appointment, please refer to <http://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx>

Applicants will be contacted directly if selected for written test. Interviews may be used as a form of screening.

For further information concerning the Conditions of Employment please click [the following link](#)

Applicants will be contacted only if they are under serious consideration

Currently accepting applications



ITU is a smoke-free environment