



**World Customs Organization
Organisation mondiale des douanes**

DIVISION OF ADMINISTRATION AND PERSONNEL

Clerk Travel Agent

1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 186 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. SHORT DESCRIPTION OF THE VACANT POSITION

The Division of administration and Personnel (Accounting Service) is looking to recruit a Clerk as Travel Agent.

3. MAIN ACCOUNTABILITIES

Under the supervision of Head of Accounting Service, the Clerk – Travel Agent will focus on the following key activities:

I. Travel reservations

- Receive, examine and verify travel authorization requests; ensure that the travel procedures are followed.
- Verify the details of the traveller for completeness and exactness including the copies of the passport.
- Ensure that all data allow the external travel company to propose the adequate travel and itineraries.
- Encode in the accounts and ensure the respect of the different budgets.
- Calculate the per diems for the mission and verify the bank details of the traveller.
- Organize logistics and travel arrangements.
- Ensure the back-up of his colleagues during their absence for claims.

II. Visa management

- Search and determine the data needed for the visa and communicates these to the travellers.
- Contact consulates and embassies if necessary.
- Prepare and deliver official support letters to the participants of the official WCO meetings and for specific programs.
- Keep the procedures of the visa requests up to date.

The person appointed will also be required to perform such other duties as may be assigned and may be subject to reassignment within the WCO Secretariat.

4. EDUCATION AND QUALIFICATIONS

- Travel Agent or an equivalent combination of education, skills and experience.

5. ESSENTIAL PROFESSIONAL EXPERIENCE

- Minimum of two years' experience required for the travel booking and experience for the follow-up of visa's would be appreciated.

6. LANGUAGES

- English or French at mother tongue level, with complete fluency (spoken and written) in the other official language. Knowledge of Spanish would be an advantage.

7. CONTRACT AND CONDITIONS

- Staff member under graded official WCO contract of 3 years (with possibility of renewal);
- Recruitment under B3 grade;
- Probationary period: six (6) months;
- Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
- 30 days of annual paid leave;
- Salary based on Coordinated Organizations scale, starting salary amount of **3.898,02 EUR** /month (remuneration exempted from income tax in Belgium); and

- Compulsory WCO health insurance deducted from the salary (around 72 EUR/month).

This position is subject to the WCO Staff Manual. If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), he/she is required to expressly indicate this in the application.

8. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than **7th June 2024**, including a CV and cover letter in English or French by e-mail to:

travelagent.vacancy@wcoomd.org , indicating clearly in the email subject matter box the vacancy for which they are applying.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to criteria of the position and the WCO applicable rules.

9. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters is a non-smoking environment.