1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental organization, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to improve the effectiveness of customs administrations worldwide. The WCO represents 186 Customs administrations, which together handle about 98% of world trade. As a global center of customs expertise, the WCO is the only international organization with competence in customs matters.

As a forum for dialogue and exchange of experience between delegates from national Customs administrations, the WCO offers its Members a wide range of conventions and other international instruments, as well as technical assistance and training provided directly by, or in cooperation with, the Secretariat. The Secretariat also actively supports its Members in their efforts to modernize and build capacity within their Customs administrations.

The Publications & Data Solutions department is responsible for the multi-channel production, distribution and worldwide sale of WCO standards and procedures.

2. OVERVIEW

The Publications & Data Solutions department is looking to recruit a Digital Project Assistant.

3. JOB DESCRIPTION

Under the supervision of the Business Project Manager, the Digital Project Assistant will perform the following main tasks:

i. **Webmastering (± 40%)**
- Enhance, integrate and adapt in due course content for www.wcotradetools.org and et www.wcoomdpublications.org;
- Manage translations and the integration of other languages (interface and content) as well as other data;
- Regularly monitor applications and ensure access and smooth running for all users (front-end and back-end);
- Report, prioritize, track and test fixes (TMA) until delivery via a ticketing tool; and

ii. **Communication and customer relations (± 40%)**
- Carry out the role of Community Manager by interacting with users and prospects; manage and run the YouTube channel, the LinkedIn account and the newsletter;
- Create visuals and communication supports;
- Promote offers and services to experts through various media (social networks, events, etc.) and formats to be created; raise awareness among non-experts.
- Level 1 or 2 technical support (depending on the case) for external customers and internal WCO users by e-mail, CRM tool or, in certain cases, by telephone. Where necessary, train internal and external users in the use and handling of applications (face-to-face, on-line training, etc.);
- Define and analyze key performance indicators with the Business Project Manager; report regularly on activity;
- Management and administration of the IAM user base and CRM application (Zoho); and

iii. **PMO (± 20%)**
- Identify and drive functional improvements (front-end and back-end). Report, prioritize, monitor developments and test to delivery.
- Identify and drive needs for future developments. As PMO, draw up briefs, select service providers and monitor developments to delivery on time and on budget.
- Ensure continuity of services (backup).
- Any other related tasks that may be assigned by the supervisor.

4. **EDUCATION**
- Master's degree or equivalent professional qualifications.
- Marketing and/or Digital/IT background.

5. **PROFESSIONAL EXPERIENCE**
- 2 years minimum in:
  - Communication and customer relations.
  - Digital/IT project management.
  - Development of international services.
  - B2B services.

6. **LANGUAGES**
- Fluency in English AND French.
- Ideally, knowledge of Spanish or another WCO working language.

7. **SKILLS**
- Technical skills.
  - Conceive and produce a technical/functional brief.
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- In-depth knowledge of e-commerce app. and CMS (Drupal, Drupal Commerce, etc.).
- Use of professional social networks (mainly LinkedIn and YouTube).
- Knowledge of CRM app. (Zoho...).
- Use of design and visual creation app. (Canva, Clipchamp/Camtasia, PowerPoint, etc.)
- Conceive and produce online and offline marketing campaigns.
- Ability to train, demonstrate and promote (on-site, online...).

- Soft skills.
  - Ability to take initiative/proactivity.
  - Sense of priorities and organization.
  - Detail centric.
  - Ability to work within a team/cross-functional environment.
  - Commercial and customer relations skills.
  - Creativity.
  - Ability to summarize, communicate and report on actions.
  - Capacity to train, demonstrate and promote.

8. TERMS AND CONDITIONS

- WCO staff member on three (3) year contract (with possibility of renewal);
- Recruitment under grade B3, level 1;
- Trial period: six (6) months;
- Full-time position (37 hours and 40 minutes per week - with the possibility of being required to work outside normal office hours) at WCO headquarters in Brussels, Belgium;
- 30 days paid vacation per year;
- Monthly starting salary of EUR 3,898.02 based on the Coordinated Organizations’ salary scale (remuneration exempt from income tax), and
- Mandatory WCO health insurance deducted from salary (approx. EUR 72/month).

This position is governed by the WCO Staff Manual. If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), this must be expressly stated in the application.

9. APPLICATION AND RECRUITMENT PROCEDURE

Candidates are responsible for demonstrating that they have the essential skills and qualifications for the position. Candidates are encouraged to clearly detail, in their CV and covering letter, the concrete achievements they have made during their career, and to include references in their application.

Only shortlisted candidates will be contacted to assess their skills, on the basis of a written test and/or interview. All shortlisted candidates may be asked to provide copies of their diploma(s), certification(s) and/or proof(s) of relevant experience. Shortlisted candidates may also have their references checked, in order to confirm the information provided in their application.

Candidates are invited to send their application for consideration by **July 19, 2024** at the latest, together with a CV (max. 2 pages) and a covering letter in French or English, by email to david.anciaux@wcoomd.org indicating in the subject line "PUB / Digital Project Assistant / [First Name] [LAST NAME]"
candidates may send requests for information by e-mail, indicating their first and last names and contact details.

Applications will be assessed on the basis of the information provided in the application, in accordance with the criteria applicable to the vacancy and the WCO's internal rules.

10. OTHER INFORMATION
The WCO is committed to the principles of integrity, transparency and responsibility, and promotes diversity among its staff. To this end, applications from qualified women and men will be treated equally, taking into account the importance of recruiting nationals of WCO Members on as wide a geographical basis as possible. The age limit for working at the WCO is 65. Please note that the WCO headquarters is a non-smoking environment.

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