



General Secretariat (GS)

Geneva, 17 October 2017

E-mail: erecruit@itu.int

To the Director-General

Circular letter No. 45

Subject: **Vacancy Notice No. 41P-2017/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 woman candidates to apply for the above position not later than 17/12/17 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. 41P-2017/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° 41P-2017/SG-TLC/EXTERNAL/P4

Date of Issue: 17 October 2017
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 December 2017

Duration of Contract: 1 year with possibility of renewal

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 has responsibility for the planning, organization and execution of all ITU Telecom world and regional telecommunication exhibitions and associated forums which are of considerable assistance in keeping the Member States and Sector Members informed of the latest advances in telecommunication techniques and in publicizing the possibilities of applying

telecommunication science and technology for the benefit of all Members of the Union including the developing countries. ITU Telecom also features other related activities.

Duties / Responsibilities

Under the direct supervision of the Executive Manager, ITU Telecom the incumbent will perform the following duties:

- Lead the Sales and Client Relations Service, supervise the staff in the delivery of the services and participate in ITU Telecom management and planning meetings.
- Develop the annual strategic plan for the ITU Telecom Sales and Client Relations Service, propose pricing schemes and new strategies to promote and expand the client base and satisfaction.
- Analyse sales data to determine existing and potential level of demand for ITU-Telecom event(s); identify potential market opportunities, design and recommend courses of action in product development to meet ITU-Telecom strategic growth objectives and plans; develop and recommend short and long-term sales strategy, sales projection and establish a comprehensive regional client database; develop client relation strategy and sustainable customer loyalty, based on cultural and economic premises of the Region.
- Negotiate and manage sales contracts and follow up for ITU Telecom customers, also negotiate and appoint external sales partners.
- Keep abreast of new ideas and developments in the ICT environment ensuring marketing activities and plans are technology driven, inline with customers' marketing strategies and that customers' needs are met.
- Promote and negotiate partnership with key ICT players and entities; develop close relationship, in collaboration with ITU regional offices, with governments and promote national pavilions and their continuous support and participation of high-level staff at Telecom World Event.
- Establish and maintain excellent working relationships with other Telecom teams, as well as ITU Bureaux and Departments.
- Establish and maintain working relationships with representatives of other organizations; develop a comprehensive network of private ICT sector players, the public sector and NGOs and academia through continuous dialogue and planning.
- Manage the ITU Telecom World Awards programme; promote and ensure the onsite management of the programme. Undertake any other responsibilities and tasks as required by the Executive Manager, Telecom.

Competencies:

- Excellent business acumen and a strong understanding of the challenges facing entities with similar activities to ITU-TELECOM with the ability to develop recommendations for optimizing the business and financial performance.
- Excellent understanding of revenue generating/cost saving/control strategies applicable to entities with similar activities to ITU-TELECOM and the supporting tools, systems and software to facilitate implementation.
- Excellent verbal and written communication skills, including presentation to engage clients as well as internal partners.

- Effectives supervisory skills to manage a variety of projects, resolve problems and meets objectives and timeframes.

Qualifications required

Education:

Advanced university degree in business, management, ICT, international relations or a related field OR education in 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 in working in a revenue generating environment with demonstrated experience successfully managing revenue generating/partnership accounts, including at least three at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience. Experience in event organization, marketing and sales would be an advantage.

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 \$ 70,647 + post adjustment \$ 60,262

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