OFFICE CIRCULAR

ASSISTANT 2 (GRADE B3), WASHINGTON PUBLICATIONS AND INFORMATION CENTER, PUBLICATIONS SERVICE

Closing date for applications: 4 October 1994

The OECD is an equal opportunity employer and encourages applications from female candidates

Duties

Under the supervision of the Fulfilment Manager and in accordance with the Center’s general procedures, the post-holder, who will participate in various marketing efforts of the Center and be responsible for handling telephone calls on both the "800" line and the general lines, will in particular be required to:

1. Prepare promotional letter mailings for selected book titles: write copy, design flyers, extract names from the database, and put together the mailings. Maintain records of mailings and analyse results.

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2. Handle telephone calls on the Center’s "800" and general phone lines, with a view to making a publication sale whenever possible and satisfying the callers’ information requirements. Maintain a log of telephone calls.

   a) Take orders over the telephone and pass them on to appropriate personnel for fulfilment.

   b) Secure names of callers and add them to the mailing list.

   c) Answer callers’ questions regarding the OECD, and, when necessary, refer them to other OECD personnel for response.

3. Provide, in collaboration with the Fulfilment Manager and OLIS representative, Windows and Wordperfect support for staff of the Center.

4. In the absence of the Information Officer, attend to customers as well as calls on the information line, including voice mail messages.

**Principal qualifications**

1. Good general secondary education, with some knowledge of economics.


3. Good interpersonal telephone skills.

4. Broad knowledge of OECD publications and organisation would be an advantage.

5. Excellent knowledge of English. Knowledge of other OECD languages would be an advantage.