CONTRACTED SERVICES OFFICER
Grade B5
Procurement and Contracts Management Division,
Executive Directorate

EXD/HRM/VAC(2002)058

The OECD is an international organisation based in Paris with some 2000 staff. The Procurement and Contracts Management (PCM) Division is looking for a Contracted Services Officer to monitor and coordinate outsourced services, and in particular, manage the organisation of receptions, cocktails and other events held by or in the Organisation. He/She will work under the direct supervision of the Manager of the Contracted Services Management (CSM) Unit, and through him, report to the Head of PCM.

The job...

1. In conjunction with the manager of CSM, ensure the management of contracted commercial services and outsourced services: organisation of receptions, restaurant services, cleaning, gardening, and other services offered to Delegates and OECD staff members.

2. Co-ordinate the different tasks involved in organising and managing receptions. To this end, establish close contacts with the various users (General Secretariat, Delegations, Council Secretariat, Committees, etc.). Keep up-to-date the agenda and schedule for receptions (logistics, liaison with the Council Secretariat).

3. Administer service provider contracts, by developing necessary controls to ensure that contract terms are adhered to, and that in particular, the economic elements are respected. Draft the summary record of the periodic meetings organised with providers. Monitor the quality of the services offered and take any relevant measures in this respect. Ensure the smooth running of services and evaluate the quality of service provided. Make regular and detailed reports of the situation, in particular, on the management of the budgets.

4. Act as a contact point for Administrative Officers in the Directorates, Delegations, etc. on day-to-day contract service issues, ensuring timely and accurate feedback. Ensure that customer requirements are met and take appropriate action to resolve problems.

5. Advise users with regard to the choice of menus and wines for cocktails and receptions; receive fixed orders from user services and transmit those orders to providers. Carry out the analyses needed to make strategic choices to ensure the constant improvement of services. Collect the necessary billing information from users and forward it to the relevant services for budget imputations.
6. Determine needs in terms of quantity, value, vintages and producer countries for stocks of the diplomatic wine cellar. Ensure that the Organisation’s purchasing procedures are properly applied.

7. Manage the permanent stock inventory of the diplomatic reserve of alcohol. Provide justification for all entries/withdrawals and discrepancies noted following inventory to the competent authorities. Provide all supporting evidence that may be requested.

8. Represent the Organisation as required, in negotiations, and in regular contact with service suppliers.

9. Draft the technical annexes for calls for tender for service providers, and wine and spirits suppliers. Help analyse tenders in accordance with the rules and procedures in force.

10. Carry out any other tasks as required.

The person we are looking should have...

1. Good post-secondary level of education (minimum 2 years of college), or an acceptable combination of education, experience and training in hotel and restaurant services, would be an advantage.

2. Proven initiative and aptitude as regards organising prestige events. Ability to communicate with the Delegations, the Directorates, and the Organisation’s staff at all levels. Keen sense of customer service and teamwork.

3. Ability to prioritise and work reliably and accurately under pressure. Great degree of flexibility and availability regarding working hours. Capacity to adapt quickly to new tasks.

4. Ability to draft and administer service contracts involving different providers. Analytical capacity, making it possible to propose strategic choices to the different decision-makers of the Division.

5. Excellent presentation and interpersonal communication skills are fundamental.

6. Ability to lead and supervise a multi-disciplinary team. Adaptability, flexibility, diplomacy and discretion are determining factors.

7. Good knowledge of computer systems (Microsoft Suite). Proven experience in drafting management reports.

8. Excellent ability to speak and draft in one of the two official languages of the Organisation (English and French), and very good knowledge of the other.

We are an equal opportunity employer and encourage applications from female candidates.

Applications (in English or French) from nationals of OECD Member countries should quote reference EXD/HRM/VAC(2002)058 and be sent via our on-line application form on www.oecd.org (click on recruitment) by 19th September 2002.

Only candidates selected for interview will be contacted.

For more information on OECD and our recruitment, please see www.oecd.org