



**Islamic Republic of Afghanistan**  
**Ministry of Rural**  
**Rehabilitation and Development**  
**Citizen Charter Program of Afghanistan**



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**External Vacancy Announcement**

**Introduction**

The Citizens Charter is a National Priority Program (NPP) of the National Unity Government (NUG) that was officially launched on September 25, 2016.

The Citizens Charter is an inter-ministerial, multi-sartorial NPP, where Ministries have collaborated to provide basic services to rural communities. The key service delivery ministries involved are: Ministry of Rural Rehabilitation and Development (MRRD), Ministry of Education (MoE), Ministry of Public Health (MoPH) and Ministry of Agriculture, Irrigation and Livestock (MAIL), with oversight by Ministry of Finance (MoF). MRRD has a key role and will be responsible for infrastructural development and strengthening CDCs and Cluster CDCs. The Community Development Councils (CDCs) will be linked to sub-national government to improve communication and coordination from the community to the district, provincial and national levels - increasing Government visibility and accountability. The Citizens' Charter is an important foundation for the Government's reform agenda, contributing to a number of priority areas including: Ensuring Citizens' Development Rights; Building Better Governance; Reforming Development Planning & Management and Developing Partnerships.

The Citizens Charter intends to improve service delivery by ensuring minimum service standards, provide greater responsiveness by the Government to the people and increase the level of public satisfaction with services. The Charter commits to deliver the following core services across the country over a 10-year period:

- Basic health services
- Basic education access
- Safe drinking water and sanitation
- Improved farming technologies and the delivery of extension services
- Rural connectivity with tertiary roads
- Rural renewable energy

|                                 |  |
|---------------------------------|--|
| <b>Title:</b>                   | <b>Operations Assistant</b>                        |
| <b>Vacancy Announcement No:</b> | <b>284/HRMD/CCNPP/MRRD</b>                         |
| <b>Gender:</b>                  | <b>Male/Female</b>                                 |
| <b>No. of Post:</b>             | <b>1</b>   |
| <b>Duty Station:</b>            | <b>Kabul HQ, with frequent travel to the field</b> |
| <b>Duration:</b>                | <b>1 Year (Extendable)</b>                         |
| <b>Salary:</b>                  | <b>As per NTA Salary Scale</b>                     |
| <b>Announcing Date:</b>         | <b>26-June, 2019</b>                               |
| <b>Closing Date:</b>            | <b>5 -July, 2019</b>                               |



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**Key roles and Accountabilities:**

- Organized Operations Director meetings and provides all necessary information's like agenda, record minutes of the meetings
- Provides as given through the director of operations ,direction, planning ,and management of the activities of a major area in the various CCNPP divisions
- Assures adherence to safety programs and re-evaluates existing programs
- Prepare reports, correspondence and other documents
- To track incoming operational reports and ensure appropriate distribution/filling
- To track operational contracts , invoices and memos and ensure appropriate distribution/filling
- File all operations related documentations
- Take minutes and produce various documents in timely and efficient manner
- Maintain copy of all written (as opposed to electronic)incoming and outgoing operational correspondence
- Maintain relevant operations divisions files for Director of operations, translation tasks as directed
- Service as a member of the management team in the meetings and negotiations concerning variety of labour relation issues
- Screening all telephone calls ,ensuring that appropriate parties receive the information for director of operations
- Performed all other tasks related to the job as needed

**Qualification And Experience:**

- Bachelor degree with 2 years of relevant experience in the related field or Baccalaureate degree with 4 years relevant experience.
- Good reporting skills, filing and data management skills and able to work late hours.
- Excellent communication, team working and problem-solving skills;
- Fluency in written and spoken Pashto, Dari and English;
- Good computer skills, including proven experience using the Microsoft Office package;
- Problem-solving and decision-making aptitude;
- Strong ethics and reliability;
- Good communication and presentation skills, be able to detect meanings that are hidden in tone, body language
- Time management, Analytical and prioritization skills.
- Tactful and diplomatic skills.
- Ability to work well in a cross-cultural environment.



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- **Other Skills Required:**

- Ability to multi-task and work under pressure.
- Ability to work independently and also as an effective team member.
- Professionalism in appearance and demeanor.

**How to Apply:**

Please send your up-to-date CV with covering letter telling us why you are applying and how you met the required competencies before closing date, Interested Afghan Nationals should submit their applications in writing (clearly indicating on the subject line the title of the position and Vacancy Announcement Number e.g. **(Operations Assistant)**)

284/HRMD/CCNPP/MRRD to: [vacancies@ccnpp.org](mailto:vacancies@ccnpp.org)

**Important Note: any/all application without the mentioned subject line will not be consider.**

**The MRRD/CCNPP strongly encourages women candidates to apply.**

It applies a pro-active and positive discrimination policy towards women candidates as follows:

**Important Note: any/all application without the mentioned subject line will not be considered.**

The MRRD/CCNPP strongly encourages woman candidates to apply. It applies a pro-active and positive discrimination policy towards woman candidates as follows:

Women candidates with slightly lower than the stated required educational qualifications will also be considered.

If offered this position, the woman position holder will be allowed an adult male or female relative as a Mahram for official travel, if/when required.

The MRRD and its CCNPP will promote a women-friendly environment with clear anti-harassment policies enforced.

The Human Resources Department  
Tashkilat Street, District 6th, Darul Aman  
Citizens Charter Afghanistan Program  
Ministry of Rural and Rehabilitation and Development  
Kabul, Afghanistan,