

Join CIFOR-ICRAF and make a difference!



COE Client Service Officer (Ref. No.2471) Communications, Outreach and Engagement (COE)

The Center for International Forestry Research (CIFOR) and World Agroforestry (ICRAF) envision a more equitable world where trees in all landscapes, from drylands to the humid tropics, enhance the environment and well-being for all. CIFOR and ICRAF are non-profit science institutions that build and apply evidence to today's most pressing challenges, including energy insecurity and the climate and biodiversity crises. Over a combined total of 65 years, we have built vast knowledge on forests and trees outside of forests in agricultural landscapes (agroforestry). Using a multidisciplinary approach, we seek to improve lives and to protect and restore ecosystems. Our work focuses on innovative research, partnering for impact, and engaging with stakeholders on policies and practices to benefit people and the planet. Founded in 1993 and 1978, CIFOR and ICRAF are members of CGIAR, a global research partnership for a food secure future dedicated to reducing poverty, enhancing food and nutrition security, and improving natural resources.

CIFOR-ICRAF is looking for:
COE Client Service Officer

Overview

The CIFOR-ICRAF Communications team is seeking a dynamic Client Service Officer to lead its service desk. We process over 2,000 work requests annually for writing, editing, translation, design, digital products, photo/video, and events. The Client Service leads the client side of this workflow, ensuring superior client relations and satisfaction, high quality and timely project delivery, verification of consultant costs, and reporting. The ideal candidate will have 5 years of relevant experience, a highly organized problem-solving approach, fluency in English, and a degree in a relevant discipline.

Summary of responsibilities

1. COE Request Tracking and Coordination
 - Lead COE service desk and serves as the first point of contact for incoming service requests.
 - Provide guidance to clients and agree on outputs, timelines and cost estimation.
 - Categorize requests based on COE Project Managers, timelines and budget codes.
 - Coordinate the routing of requests to the appropriate COE Project Managers, ensuring clarity in task allocation and alignment with team capabilities.
 - Ensuring smooth workflows and timely completion of COE requests by engaging COE Project Managers and clients on the status of requests.
 - Facilitate communication between COE Project Managers and clients and address any issues promptly.
 - Address any issues by notifying team members and escalating if necessary.
 - Identify potential opportunities for greater workflow efficiency.
2. Cost Verification
 - Ensure all costs are documented.
 - Analyze invoiced charges against initial estimates, identify discrepancies or overcharges, and provide detailed feedback to budget holders to ensure accurate financial tracking and accountability.

- Prepare regular and consistent reports on actual versus estimated expenditures and refine rate card estimates as needed.
3. Reporting and Documentation
- Maintain a log of all service requests, including their progress, deadlines, outcomes, and costs.
 - Prepare status reports of completed projects and pending tasks.
 - Maintain COE consultant roster list.
 - Oversee, manage and improve tracking tools and procedures for efficient request handling.

Requirements

Education, knowledge, and experience:

- Bachelor's degree or similar in Accounting, Finance, Business Administration, Project Management, or a related field.
- Five years of relevant experience.
- Proficient in MS Office 360, Teams, Outlook and project management software (e.g. Wrike or other).
- Strong knowledge of invoicing and billing processes.

Personal attributes and competencies:

- Exceptional problem-solving mindset, organizational and time management skills with attention to detail and the ability to prioritize tasks and manage multiple tasks simultaneously.
- Strong written and verbal communication skills in English.
- Ability to work effectively with teams worldwide and collaborate across corporate and thematic units.

Terms and conditions

- This is a Locally Recruited Staff (LRS) position. CIFOR-ICRAF offers competitive remuneration in local currency, commensurate with skills and experience.
- The appointment will be for 1 (one) year with the possibility of extension contingent upon performance, continued relevance of the position and available resources.
- The duty station will be in Bogor, Indonesia.

Application process

- The application deadline is **28 February 2025**.
- We will acknowledge all applications but will only contact short-listed candidates.
- CIFOR-ICRAF reserves the right to modify the number of positions, location, or cancel the hiring as necessary.

To apply, please visit our career site at:

<https://www.cifor-icraf.org/about/work-with-us/>

To learn more about CIFOR-ICRAF, please visit our websites at:

<https://www.cifor-icraf.org>

CIFOR-ICRAF promotes Gender Diversity – Applications from women professionals are encouraged.

CIFOR-ICRAF is an equal opportunity employer. It fosters a multicultural work environment that values gender equality, teamwork, and respect for diversity.