



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

SVN2023_058

Open to internal and external candidates

Position Title : **Operations Assistant**
Duty Station : **Port-au-Prince**
Classification : **Employee, Grade Equiv. G5**
Type of Appointment : **Special Short-Term Contract, 6 months with possibility of extension**
Estimated Start Date : **ASAP**

Closing Date : **August 30th, 2023**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non- governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Responsibilities:

Under the direct supervision of the VAC Coordinator (Migration Management), the incumbent will be responsible to track the implementation of activities geared in within the unit towards migrant assistance and diaspora portfolio.

In particular, he/she will:

1. Work on the manual kiosk to schedule the migrants into the appointment system to finalize the actual caseload.
2. Follow up with the VAC core team for protection cases and case management.
3. Assist in coordinating the Call center day to day activities in close collaboration with VAC coordinator and VAC team leader.

4. Liaise with the Call Center team to gather and follow up queries received by the team.
5. Keep track of visa received at the VAC from the Embassy and verify each visa to ensure compliance as per Brazilian Embassy guidelines.
6. Follow up with VAC Coordinator and Team Leader for any visa with discrepancy.
7. Coordinate the calls to beneficiaries to retrieve their application files and updating of the system to ensure applicants status is properly reflected.
8. Provide administrative support to the Unit and monitor stock. This includes PRF follow up, liaison for booking, SC tracking.
9. Provide logistical support by monitoring stock and liaise with team leader and procurement for proper follow up.
10. Attend and take minutes of all the meetings related to diaspora initiative.
11. Facilitate the coordination of events and official activities as per IOM standards and regulations.
12. Provide data from Call center team to facilitate Team leader overall data submission for reports
13. Support in the day-to-day activities in the absence of the Team leader
14. Any other duties as may be assigned by the VAC Coordinator in line with the unit portfolio

Required Qualifications and Experience:

Education

- The incumbent should hold preferably an associate equivalent degree or high school diploma with at least 5-year work experience in providing administrative support.
- Demonstrated ability to maintain accuracy and confidentiality in the performing responsibilities.
- Personal commitment, efficiency, flexibility, drive for results; capacity to work effectively and harmoniously within a team of colleagues from varied cultures and professional backgrounds.
- Team player behavioral skills is highly suggested.

Experience

Position specific experience, for example:

- Experience in filing system
- Experience in the usage of office software packages (MS Word, Excel, etc)

- Experience in administration and finance
- Expertise in logistics
- Experience/ training in Labor and Work environment

Languages:

Fluency in French and Creole Haitian is required, working knowledge of English is an advantage.

Required Competencies

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies

Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Other:

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

How to apply:

Interested candidates are invited to submit their applications via e-mail to smhtirecruitment@iom.int referring to this advertisement in the subject: "SVN2023_058_ Applicant name". Application must contain a CV and a cover letter in a unique file.

Only shortlisted candidates will be contacted.

Posting period:

From 22.08.2023 to 30.08.2023