



International Organization for Migration (IOM)  
The UN Migration Agency

## **Vacancy Notice**

### **SVN2023\_060**

### **Open to internal and external candidates**

Position Title : **Call Center Operator (3 Positions)**  
Duty Station : **Port-au-Prince**  
Classification : **Employee, Grade Equiv. G3**  
Type of Appointment : **Special Short-Term Contract, 6 months with possibility of extension**  
Estimated Start Date : **ASAP**  
  
Closing Date : **August 30<sup>th</sup>, 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 overall supervision of the Visa Application Centre Coordinator programmatically and directly to the Brazilian Visa Application Centre (BVAC) Team Leader, the Incumbent will provide administrative support for the BVAC in Port-au-Prince operated by IOM. Particularly s/he will:

Particularly s/he will:

- Assist beneficiaries calling for enquiries regarding the process at the Visa Application Centre.
- Assist beneficiaries by calling them for specific procedures at the Visa Application Centre such as but not limited to:
  - Rebooking of appointments
  - Visa available for pick up

- Specific follow up for specific case management
- Data entry for types of calls received for data analysis purposes
- Facilitation of feedback to the VAC programme by relaying situations or queries received during calls
- Assist the Team Leader and the VAC Coordinator by providing daily follow ups
- Provide clerical assistance to the VAC programme when required
- Any other duties as may be assigned by the VAC Team Leader and the VAC Coordinator

### ***Required Qualifications and Experience:***

#### **Education**

- **Education/Training:** High school diploma or equivalent.

#### **Experience**

- Experience in similar settings such as call center, client assistance,
- Experience in the usage of office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and data analysis; and,
- Experience in IOM operations is a plus
- Strong interpersonal and intercultural skills and attention to detail; excellent ability to work accurately and efficiently under time pressure; Team player.
- Good knowledge of Microsoft tools (Excel, PPT, Word)
- Excellent inter-personal communication;
- Capacity to work as part of a team, to handle stressful situation and sometimes hostile environments;
- Ability to work diplomatically, with empathy, tact and confidentiality.
- Sensibility to and ability to work with people from different backgrounds are essential skills;

#### **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](mailto:smhtirecruitment@iom.int) referring to this advertisement in the subject: "SVN2023\_060\_ 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