



International Organization for Migration (IOM)
The UN Migration Agency

OPEN TO INTERNAL AND EXTERNAL CANDIDATES

| | | |
|-----------------------|---|--|
| Position Title | : | VAC Call Centre Operator |
| Duty Station | : | Port-Au-Prince (1 position) |
| Classification | : | Employee, Grade Equiv. G3 |
| Type of Appointment | : | Special Short Term, 3 months with possibility of extension |
| Estimated Start Date | : | As soon as possible |
| Closing Date | : | December 30 th , 2021 |
| Reference Code | : | SVN2021/021 |

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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.

RESPONSIBILITIES AND ACCOUNTABILITIES:

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 no 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

EDUCATION, EXPERIENCE AND SKILLS

- High school diploma or equivalent.
- 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;
- Capacity to respect deadlines;
- Ability to work diplomatically, with empathy, tact and confidentiality.
- Sensibility to and ability to work with people from different backgrounds are essential skills;

LANGUAGES (*IOM's official languages are English, French, and Spanish*)

Fluency in Creole and French (oral and written).

REQUIRED COMPETENCIES:

Values

Inclusion & respect for diversity

- Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

Integrity & transparency

- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization's resources reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.

- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

Professionalism

- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.
- Shows self-control and persistence when faced with difficult problems, and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Core competencies

Teamwork

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.

Delivering results

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.

Accountability

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.

Communication

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

HOW TO APPLY:

Interested candidates should submit a CV with three (3) references and a cover letter outlining why they consider themselves a suitable candidate for this position. As the subject in your e-mail application, kindly state your full name and the IOM vacancy notice's reference code.

Only qualified candidates should apply and only those who have been short-listed will be contacted. Applications received after the deadline will not be considered. Applications should be sent to iomhaitihunit@iom.int

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

Posting Period:

From 15.12.2021 to 30.12.2021