



IOM International Organization for Migration

### Open to Internal & External Candidates

#### Call for CVs

Position Title	: <b>Migrant Service Assistant</b>
Duty Station	: <b>Iraq, Erbil</b>
Unit	: <b>FAP</b>
Classification	: <b>General Service Staff, G4 (UG)</b>
Type of Appointment	: <b>Special Short-Term contract (SST)</b>
Duration of Appointment	: <b>Three (3) months with possibility of extension</b>
Estimated Start Date	: <b>As soon as possible</b>
Closing Date	: <b>15<sup>th</sup> August 2018</b>
Reference Code	: <b>CFCV2018/IRQ/139</b>

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.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

#### **Context:**

Under the overall supervision of the Family Assistance Program (FAP) Project Coordinator in coordination with the Head of Office in Erbil and the direct supervision of the Team Leader, the successful candidate will be based in **Erbil** and will be accountable and responsible for assisting the streamlining of applicant case processing and guiding family members on the German Family Reunification (FR) visa application process, which includes how to correctly complete the required forms and support documentation checklists.

#### **Core Functions / Responsibilities:**

1. Take responsibility for the day-to-day assistance to beneficiaries in the FAP Centre;
2. Provide excellent migrant service to applicants at all times, in full compliance with the Service Standards;
3. Assist and guide migrants in the completion of the online visa application form as per checklists and conduct completeness checks on all documentation before their visa appointment;

4. Complete questionnaires on behalf of applicants while ensuring accuracy of the information and verifying the consistency of the information in the questionnaires with the documentation provided;
5. Provide migrants with accurate information in a timely manner and distribute information sheets, Integration Handbook and visa requirement checklists; assisting with telephone and e-mail inquiries from clients (including requirements for submitting visa applications); and informing clients of any changes to visa requirements or submission procedures;
6. Organize the files of the applicants in the required order based on the instructions of the German Consular staff in IOM-designated folders for applicants to submit to the Consulate at their scheduled interview time, and in full compliance with the IOM Service Standards;
7. Maintain high level of accuracy of data capture, by ensuring that the information collected and recorded in the case management system are correct, complete and updated at all time;
8. Answer questions and provide remote guidance on form completion, visa requirements and general information to families and principle applicants;
9. Schedule appointments while ensuring appointment system for applicants in FAP is operated effectively;
10. Maintain records of all applications and contact with principle applicants and report these records periodically in a timely manner;
11. Inform management of any problems or issues immediately while regularly suggesting how to improve efficiency and service;
12. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data; and,
13. Perform any other duties as may be assigned.

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

#### **Education**

- University degree or equivalent in Business Management, Social Science or related discipline preferred; or an equivalent combination of education, training and experience;

#### **Experience**

- Minimum 3 years of relevant professional experience in a similar setting & capacity preferred; Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Good knowledge of information technology and proficiency in Microsoft Office applications especially Excel, Word, PowerPoint and Publisher;
- Previous work experience in international organizations and service industry companies would be an advantage; and,
- Strong interpersonal and intercultural skills with an attention to detail.

## **Languages**

Fluency in English and Arabic is required; working knowledge of German is an advantage.

## ***Required Competencies***

### **Behavioural**

#### **Accountability**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

#### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, Governments and project beneficiaries

#### **Continuous Learning**

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

## **Communication**

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and Procedures
- Writes clearly and effectively, adapting wording and style to the intended Audience
- Listens effectively and communicates clearly, adapting delivery to the Audience

## **Creativity and Initiative**

- Proactively develops new ways to resolve problems

## **Leadership and Negotiation**

- Convinces others to share resources
- Presents goals as shared interests

## **Performance Management**

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR Procedures

## **Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

## **Professionalism**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities

- Incorporates gender-related needs, perspectives, and concerns, and Promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to Relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration Solutions

### **Teamwork**

- Actively contributes to an effective, collegial, and agreeable team Environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

### **Technological Awareness**

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply It to appropriate work

### ***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 and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in

the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

**How to apply:**

Interested candidates are invited to submit their applications via a link:

<http://iomiraq.net/vacancies/migrant-service-assistant>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

**Posting period:**

From: 08.08.2018 to 15.08.2018