



Organization or Agency: **International Organization for Migration (IOM)**
Position Title: **M&E Assistant/Call Center Operator**
Organizational Unit: **MEAL (Monitoring, Evaluation, Learning & Accountability)**
Duty Station: **Iraq - Erbil**
Type of Contract: **Sub-Contracting (Stars & Orbit)**
Grade: **Equivalent to G4**
Duration of Appointment: **Six (6) months with the possibility of extension**
Closing Date: **November 10, 2018**
Reference Code: **SVN2018/IRQ/172**

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged as well as the 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 general guidance of the senior Emergency and Programmes Coordinator/Head of Programmes, the overall supervision of Head- Mission Coordination Unit (MCU), and the direct supervision of the Head of Monitoring, Evaluation, Accountability & Learning (MEAL); and in close collaboration with the Call Center Team Leader; the M&E Assistant/Call Center Operator will perform the following but not limited to duties:

Core Functions / Responsibilities:

- Feedback and complaints:
 - Collect, process and provide feedback
 - Transparency
 - Monitoring and evaluation
1. Receive calls from beneficiaries and other calls related to IOM, and handle calls in a timely and professional manner, including distressing calls.
 2. Provide customer service and support to beneficiaries guaranteeing situational sensitivity during the phone call; input and keep tracking data into IOM appropriate databases in an accurate manner;
 3. Record and process complaints in appropriate manner and provide feedback to the beneficiaries
 4. Manage sensitive complaints/feedback in line with the AAP internal SOP and “do no harm principles”
 5. Conduct Post Distribution/ Assistance Monitoring interviews with households, community and project beneficiaries, and other relevant local stakeholders on feedback related to IOM services.

6. In coordination with CwC efforts, provide information to beneficiaries on various topics about IOM project activities, feedback mechanisms, beneficiary criteria, entitlements and other services using bulk SMS amongst others.
7. Carry out monitoring visits and assessments to project implementation sites and collect data on progress in achieving targets outlined in project documents and cluster requirements.
8. Provide accessible and timely information on organizational procedures, structures and processes that may impact communities to support informed decisions and engage communities in dialogue as part of information provision.
9. Promote transparency, and accountability to the affected population
10. Conduct any other duties or responsibilities as assigned or requested by the supervisor

Education/Experience:

- Bachelor's degree with 2 years of work experience.
- Experience working in customer enquiries services is preferred
- Experience in usage of computers and office software packages (Word, Excel, Outlook), advance knowledge of automated procurement systems, and experience in handling of web-based management systems

Language:

- Excellent command Kurdish, Arabic and English. Any other language is an asset.

How to apply:

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

<http://www.iomiraq.net/vacancies/me-assistantcall-center-operator>

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: 31.10.2018 to 10.11.2018