



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **Operations Assistant**
Duty Station : **Bishkek, Kyrgyzstan**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **October 15, 2021**

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. 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:

Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations Units in various IOM Country Offices, coordinated under the Division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters (HQ), are responsible for all aspects of travel for migrants and refugees under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.

IOM provides a range of services and support to the U.S. Refugee Admissions Program (USRAP), including but not limited to case processing, migration health assessments, cultural orientation training, organized transportation and arrival to the United States, and administration of a travel loan and collections program. Operations Assistant will provide support with movement operations activities in Kyrgyzstan and have an important role in assisting the mission with USRAP activities.

Under overall supervision of the Chief of Mission/Head of Office and direct supervision of the Resource Management Coordinator, the Incumbent will be responsible for providing operational assistance for project activities that fall under the Service Area of Resettlement and Movement.

Core Functions / Responsibilities:

1. Assist in operational activities related to resettlement and movement of refugees and migrants, including but not limited to:
 - obtainment of travel documents/laissez-passers and exit visas for refugees;
 - arrangement of transportation with due consideration for the completion of required pre-departure activities, including information dissemination, counselling, pre-embarkation medical check, etc.;
 - preparation and transmission of migrant loan forms;
 - timely preparation and distribution of passenger documents and tickets;
 - ensure provision of pre-embarkation, transit, escort and unaccompanied baggage assistance;
 - timely notification of internal and external partners concerning relevant movements;
 - assisting the departure of refugees at the airport and ensuring their safe processing at the border.
2. Book and issue air tickets for refugees, migrants, escorts, staff, consultants, etc. through Amadeus system and / or local service provider in compliance with IOM's existing agreements and SOP's.
3. Process air tickets purchased by the Mission in i-Gator system application tool.
4. Process cases (refugees and migrants) in MiMOSA system application tool.
5. Review and adjust invoices from transport contractors and airlines prior to submission to finance staff.
6. Act as an Assisted Voluntary Return and Reintegration focal point, i.e. verify requests under AVRR Programmes of IOM sending missions, including identification of applicable reintegration assistance, distribution of in-cash and in-kind grant, reporting, monitoring, etc.
8. Provide procurement support by undertaking the following activities: preparation and/or finalization of procurement requirements; obtaining quotations from different vendors; receipt, inspection, acceptance and distribution of goods to the beneficiaries; preparation of Request for Payment (RFP) for submission to Accounting for processing of payments related to AVRR.
9. Provide logistical and administrative assistance with respect to the national, international meetings, conferences including travel and hotel arrangements, as well as the itinerary of IOM visitors.
10. Provide assistance with payment requests, bank orders and other forms. Create background files on assigned subjects.
11. Perform any other duties as may be assigned by CoM/HoO.

Required Qualifications and Experience

Education

- University degree in Business Administration/Management, Economics, Social Sciences, or a related field from an accredited academic institution with at least three years of work experience.

Experience

- Prior experience in office/business administration, customer service, record keeping, compliance, clerical duties, etc.
- Prior Movement Operations, transportation-related and/or management experience a strong advantage.
- Knowledge of IOM's administrative and financial management, operational practices is desirable.
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Languages

Fluency in English is required. Working knowledge of Russian and Kyrgyz is desirable.

Required Competencies

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains 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 – behavioural indicators *level 1*

- 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 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 resume, cover letter, and duly completed Personal History Form via email to hrkg@iom.int, or in the sealed envelope marked as “Operations assistant, HR2021-02” to IOM office in Bishkek at 103, Ibraimov street, Business Centre “Victory”, left wing, 6th floor no later than 06:00 pm, 15 October 2021. Post Description for this vacancy with main tasks and duties and Personal History Form can be downloaded at <https://kyrgyzstan.iom.int/> in the section Opportunities – Job Vacancies.

Only shortlisted candidates will be contacted.

Posting period:

From 04.10.2021 to 15.10.2021