



International Organization for Migration (IOM)  
The UN Migration Agency

## **POST DESCRIPTION**

<b>I. POSITION INFORMATION</b>	
Position title	Operations Assistant
Position grade	G4
Duty station	Bishkek, Kyrgyzstan
Position number	8 digit number, for example: 20052142
Job family	Operations
Organizational unit	8 digit number, for example: 10011627
Is this a Regional, HQ, MAC, PAC, Liaison Office or Country Office based position?	Country Office
Position rated on	October 2021
Reports directly to	20031102
Number of Direct Reports	0
<b>II. ORGANIZATIONAL CONTEXT AND SCOPE</b>	
<p>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.</p> <p>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.</p> <p>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.</p>	
<b>III. RESPONSIBILITIES AND ACCOUNTABILITIES</b>	

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.

#### **IV. 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.

#### SKILLS

- Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

#### V. LANGUAGES

Required <i>(specify the required knowledge)</i>	Desirable
Fluency in English	Working knowledge of Russian and Kyrgyz is desirable

#### VI. COMPETENCIES<sup>1</sup>

The incumbent is expected to demonstrate the following values and competencies:

#### **G6 to NOC – P1 to P3**

##### 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 2*

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.

- 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.

**SIGNATURES:**

1<sup>ST</sup> LEVEL SUPERVISOR

DATE

2<sup>ND</sup> LEVEL SUPERVISOR

DATE