



International Organization for Migration (IOM)
The UN Migration Agency

SVN-EC073-2023-OADP

- Position Title : **Operations Assistant (Data Processing)**
- Duty Station : **Ecuador**
- Classification : **G-5, 2 positions**
- Type of Appointment : **Special Short Term**
- Estimated Start Date : **As soon as possible**
- Closing Date : **December 1st, 2023**

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. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

Organizational Context and Scope

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to tens of thousands of refugees each year. IOM's multi-disciplinary staff members provide a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Context:

Under the overall supervision of the Operations Associate, and the direct supervision of the Senior Operations Assistant, Data Processing, the Operations Assistant (Data Processing) is responsible for undertaking data processing activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Record demographic and biographic information in MiMOSA upon receipt of the request for travel while confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). Notify the Senior Operations Assistant (Movements & Data Processing) of the receipt of new requests for travel assistance.
2. Secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure secure storage of documentation and data in accordance with IOM principles and guidelines while guaranteeing limited access to physical files.
3. Process exit permits in close coordination with supervisors and other IOM colleagues and relevant authorities.
4. Ensure the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance with exit processes closely coordinated.
5. Prepare all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
6. Prepare reports as requested on the receipt of documentation to time of service delivery; inform supervisors on possible issues which need attention and suggest corrective actions. Report any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
7. Assist in preparing regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
8. Provide regular feedback on work being accomplished to the Senior Operations Assistant (Movements & Data Processing) and keep supervisors immediately informed of any issues that arise.
9. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, as well as the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA.)
10. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Senior Operations Assistant

(Movements & Data Processing) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.

11. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed secondary education required with five years of relevant working experience;
Or
- Bachelor's degree with three years of working experience.

Experience

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.
- Experience in creating and maintaining computer and paper files.
- Experience working in a multi-cultural setting.
- Past experience with IOM Movement Operations related databases and systems (MIMOSA) is a strong advantage.

Skills

- Strong interpersonal and communication skills.
- Ability to work with minimum supervision.
- Strong computer skills - Word, Excel and Internet.
- Attention to detail and ability to organize.

Languages

Fluency in English and Spanish (oral and written) is required.

Required Competencies

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

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain 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.
- 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.

How to apply:

It is important that you provide the requested information accurately and completely. This will help us assess your suitability for the position and ensure a fair and equitable selection process.

To formally apply as the **mandatory application method (internal & external candidates)**, please complete the attached form and submit your application here (<https://ee.kobo.iom.int/x/5saVzv6K>, by **December 1st, 2023**

1. Use the following vacancy code: **SVN-EC073-2023-OADP**
2. In English, upload the cover letter (*maximum 1 page*) and CV (*maximum 2 pages*).

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

Only shortlisted candidates will be contacted. **The current salary for this position is \$ 26,436.00 per year.**

Posting period: From 08.11.2023 to 01.12.2023