



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Migrant Service Assistant (7 positions)**
Duty Station : **Khartoum, Sudan**
Classification : **G4**
Type of Appointment : **Special six months, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **September 20,2018**
Reference Code : **SVN 26 2018 (N)**

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 programmatic supervision of the Family Assistance Program (FAP) Project Coordinator, the direct supervision of the Team Leader and the administrative supervision of the Head, Operations and Movement Management in Sudan, the successful candidate will be based in Khartoum 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 supporting documentation checklists:

Core Functions / Responsibilities:

1. Take responsibility for the day-to-day assistance to beneficiaries in the FAP center;
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 visa application form as per checklists and conduct completeness checks on all documentation before their visa appointment, fill in the questionnaires when required;



4. Provide migrants with accurate information in a timely manner. This will include distributing information sheets and visa requirement checklists; assisting with telephone and e-mail inquiries from applicants (including requirements for submitting visa applications); and informing them of any changes to visa requirements or submission procedures;
5. Organize the files of the applicants based on the instructions of the German Consular staff and in full compliance with the IOM Service Standards;
6. Data Capture: Maintain high degree of skill in using IOM internal software platforms; enter required applicant data, lodge application documents in the required order in IOM-designated folders for applicants to submit to Embassy;
7. Call center service: responsible for outreach to families and principle applicants to answer questions and provide remote guidance on form filling, visa requirements and general information;
8. Appointment scheduling: Ensure appointment system for applicants coming to FAP is operated effectively;
9. Reporting: Maintain records of all applications and contact with principle applicants and report these records periodically in a timely manner;
10. Maintain a professional appearance and migrant-friendly demeanor at all times;
11. Maintain positive working relationships with German Consular staff locally;
12. Inform management of any problems or issues immediately and regularly make suggestions on how to improve efficiency and service;
13. Develop and maintain a positive working relationship with staff members within the FAP and with external counterparts involved with the processing of this caseload;
14. Maintain and ensure confidentiality of all FAP-related matters, in accordance with guidelines and instructions.
15. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
16. Perform any other duties as may be assigned.

Required Qualifications and Experience

Education



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- University degree or equivalent in Business Management, Client Services, Social Science, Engineering Science or related discipline preferred; or an equivalent combination of education, training & experience.

Experience

- Minimum 3 years (or 5 for candidates holding high school diploma) 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.
- Strong interpersonal & intercultural skills with an attention to detail.

Languages

Fluency in **English** and **Arabic** is required; **German** and/or **Tigrinya** is an advantage

Required Competencies

Behavioural

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM.



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How to apply:

Interested candidates are invited to submit their applications via email: sudahrdept@iom.int, by September 20, 2018 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

Posting period:

[From 06.09.2018 to 20.09.2018](#)