



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Client Facilitation Assistant**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G3**
Type of Appointment : **Special Short Term, six months with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **SVN/CAI/2019/09**
Closing Date : **February 18, 2019**

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.

Organizational Scope & Context:

Under the general supervision of the Migration Health Officer and the direct supervision of the Senior Data Management Assistant, the incumbent shall perform the following functions:

Core Functions / Responsibilities:

1. Answer incoming calls of Self-paying applicants and provide information on IOM Services.
2. Identify and assess applicants' needs and provide adequate support/information needed by applicants.
3. Schedule appointments according to team availability calendar, issue appointments via e-mail, cell phones, confirm appointments and track NO Shows.
4. Register applicants and maintain individual accounts while keeping records of applicant's interactions, process applicant's accounts and file documents.
5. Handle the complaint mechanism by approaching applicants upon completion of the service in order to get a feedback on the standards of the service.
6. Resolve service delivery gaps by clarifying the applicant's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
7. Prepare service feedback reports completed by applicants and compile monthly report on overall customer Satisfaction.
8. Archive files in both soft and hard copy.
9. Build sustainable relationships of trust through open and interactive communication.
10. Follow communication procedures, guidelines and policies.

11. Complete, finalize, seal the final reports and dispatch them to the applicants as described in the clinic Standard Operating Procedures (SOPs).
12. Perform any other duty that may be assigned.

Required Qualifications and Experience

Education & Experience

- Secondary School Education with three years of relevant work experience; or; Bachelor's degree from an accredited academic institution with one years of relevant work experience in administrative work.
- Working experience with UN Agencies or non-governmental organizations is an advantage.
- Proven customer support experience
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of personality characteristics.
- Excellent communication and presentation skills
- Ability to multi-task, prioritize and manage time effectively

Languages

- Thorough knowledge of English and Arabic, both written and spoken.

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 application and cover letter not later than **Monday, 18 February 2019**, Cairo time on www.egypt.iom.int

In addition, please note that only the applications which would have been duly done, and which would have been submitted and received through IOM website within the announced time frame would be valid & considered for the announced vacancy.

Kindly note that for efficiency reasons, only shortlisted candidates will be contacted.

Posting period:

From 11.02.2019-18.02.2019