



International Organization for Migration (IOM)  
The UN Migration Agency

### Open to Internal and External Candidates

**Position Title** : Receptionist  
**Duty Station** : Cairo, Egypt  
**Classification** : General Service Staff, Grade G3  
**Type of Appointment** : One Year Fixed Term with possibility of extension  
**Estimated Start Date** : As soon as possible  
**Reference Code** : VN-CAI/2018/08  
**Closing Date** : April 23, 2018

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 overall supervision of the Resources Management Officer, and the direct supervision of the Logistics and Procurement Assistant, the incumbent will perform the following functions as Receptionist:

#### **Core Functions / Responsibilities:**

1. Welcoming the different types of IOM visitors and coordinate with the security team to issue them with proper a visitor's badges.
2. Directing the migrants into the right department / unit according to inquires / questions raised by them.
3. In coordination with the cleaning service colleagues, to keep the reception area very clean, tidy, and well organized.
4. Responsible for recording documents mailed/faxed and assisting in translating IOM documents and faxes.
5. Processing faxes, and keeping a logbooks of incoming/outgoing faxes and assist in filing letters and other documents accordingly.

6. Answering telephone calls and responding to applicants inquiries and ensure to be transferred to the appropriate unit and/or designated individuals.
7. Handling all reception matters and ensuring that reception area is fully covered during the working office hours.
8. Coordinate with the Guards and the Field Security Assistant any issues related to security matters, including providing reports on any security-related event at reception.
9. Organizing the incoming/outgoing pouches in proper manner, tracking pouches, keeping a record and arranging for in-house distribution of the incoming mails.
10. Tracking of all international calls, including conference calls, made through the landlines in the reception area and to submit to the logistic unit hem by the end of each month for calculations & charging purposes.
11. Perform any other duties as may be assigned.

### **Required Qualifications and Experience**

- Baccalaureate / Secondary School education;
- 2 years of professional experience;
- High level of computer literacy (MS Office Word, Excel and Outlook)
- Effectively applies specialized knowledge of logistics and procurement to timely source goods and services.
- Effectively works with vendors and service providers in compliance with IOM procedures to secure cost-effective quality solutions for IOM.

### **Languages**

- Fluency in **English** and **Arabic**.

### **Required Competencies**

#### **Accountability**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

#### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks.

#### **Continuous Learning**

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

## **Communication**

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the Audience

## **Creativity and Initiative**

- Proactively develops new ways to resolve problems
- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas

## **Leadership and Negotiation**

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with Commitments

## **Performance Management**

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

## **Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluations

## **Professionalism**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions.

## **Technological Awareness**

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions

- Understands applicability and limitation of technology and seeks to apply it to appropriate work.

### **Teamwork**

- Actively contributes to an effective, collegial, and agreeable team environment.
- Contributes to, and follows team objectives.
- Gives credit where credit is due.
- Seeks input and feedback from others.
- Delegates tasks and responsibilities as appropriate.
- Actively supports and implements final group decisions.
- Takes joint responsibility for team's work.

### **Resource Mobilization**

- Establishes realistic resource requirements to meet IOM needs

### **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 neighboring 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 neighboring 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, April 23, 2018**, at **17:00** O'clock, **Cairo** time on [www.egypt.iom.int](http://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.