



International Organization for Migration (IOM)
The UN Migration Agency

VN 2023 / 012

Open to Internal and External Candidates

Position Title : **Operations Clerk**
Duty Station : **Rabat, Morocco**
Classification : **G3**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **December 24, 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 has been present in Morocco since 2001, and opened the mission in Rabat in 2007.

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:

The International Organization for Migration (IOM) is an intergovernmental organization established in 1951, which holds a leading position in the field of migration. With 157 Member States and an additional 10 observer States, as well as offices in over 100 countries, it closely collaborates with governmental, intergovernmental, and non-governmental partners to manage migration in an orderly manner and under conditions that preserve human dignity. Its goals include promoting international cooperation on migration, facilitating practical solutions to migration issues, and providing humanitarian assistance to migrants in need, including refugees and internally displaced persons. IOM has been present in Morocco since 2001 and established a mission in Rabat in 2007.

Implemented for four decades by the International Organization for Migration (IOM), the Assisted Voluntary Return and Reintegration (AVRR) Program provides humanitarian, administrative, logistical, and financial assistance to vulnerable and distressed migrants who choose to voluntarily return to their countries of origin. In Morocco, the AVRR Program has enabled thousands of distressed migrants to return to their home countries since 2005, when they are unable to do so on their own.

The Operation Clerk will be in charge of supporting movement operations in the field.

Core Functions / Responsibilities:

Under the overall supervision of the AVRR Project Officer and the direct supervision of the National Operation Officer, the Operation Clerk will be in charge of supporting movement operations in the field (specifically through the following duties and responsibilities) :

1. Support field activities (such as responding to migrants' calls and providing them with relevant information regarding their registration status and other pertinent details, calling migrants to inform them about their departure date, etc.) in the IOM Office.
2. Support Operations Assistants and Team Leaders as they perform airport services, including assisting with baggage, walking with groups of individuals within the airport, assisting with roll call, and collecting and distributing food and water and other supplies as directed, communicating individual requests to Operations Assistants as they are made.
3. Support Operations Assistants and supervisors as they assist individuals arriving to IOM office or third-party facilities with sign-in, verification of identity, orientation, delivery of food items, non-food items and support the coordination of departures for medical appointments, return transportation to home cities or camps or onward travel. Provide support as needed in relation to supplies, information dissemination and activity and appointment coordination.
4. Support Operations Assistants and supervisors as they provide individuals in IOM office, or third-party facilities with pre-departure formalities by undertaking such tasks as assisting with roll-call, handling, tagging and sorting luggage and distributing items.
5. Support Operations Assistants as they escort individuals via ground transportation, including assisting with baggage, talking with ground transportation providers and accompanying groups on transportation.
6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, and third-party facilities or in relation to transportation.
7. Provide regular feedback on work being accomplished to the National Operation Officer and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Demonstrate a general understanding of relevant Movement Operations SOPs, 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).
9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the National Operation Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
10. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Three years of working experience with secondary [high school] education; One years of working experience with Bachelor's degree.

Experience

- Prior Movement Operations, transportation-related experience an advantage.
- Experience working on migration or the protection of vulnerable individuals, or issues related to international cooperation.
- Prior experience working with international humanitarian organizations, non-governmental or governmental institutions/organizations in a multicultural setting is an advantage.

Skills

- Good computer skills - Word, Excel and Internet.
- Excellent communication skills.
- Ability to work in a multicultural environment.
- Analytical and synthesis skills.
- Team spirit and the ability to work independently.
- Be prepared to work flexible hours.

Languages

For this position, fluency in French and English is required (oral and written). Working knowledge of Arabic is highly desirable.

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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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 applications (CV/Resume + Cover Letter + 2 referees "current and previous direct supervisors") to iomrecrute@iom.int, by November 1st, 2023 at the latest, referring to this advertisement. The application email subject should be « **Operations Clerk – AVRR** ».

In order for an application to be considered valid, IOM only accepts online profiles duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 18.10.2023 to 24.12.2023