



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

Open to Internal and External Candidates

Position Title : **Operations Assistant (Field Support)**
Duty Station : **Ciudad de Guatemala, Guatemala**
Classification : **General Services Staff G4**
Type of Appointment : **One Year Fixed Term with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **March 23,2023**
Reference Code : **VN2022/050 GT**

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.

Context:

Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations departments in various IOM missions, coordinated under the division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters, are responsible for all aspects of travel for migrants and refugees under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.

Under the general supervision of the Operations Associate and the direct supervision of the Senior Operations Assistant (Field Support), the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

- 1.- Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation.
2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
7. Provide regular feedback on work being accomplished to the Operations Assistant (Team Leader) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
9. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education and Experience

- Four years of working experience with secondary [high school] education; or two years of working experience with Bachelor's degree.
- Prior Movement Operations or transportation experience a strong advantage;
- Strong computer skills - Word, Excel and Internet.

Skills

- Good knowledge of Word, Excel and the internet.
- Strong interpersonal and communication skills.
- Ability to use own initiative and work with minimum supervision
- Self-motivated and objective driven

Languages

Fluency in **Spanish and English (oral and written)**

Required Competencies

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.

Managerial Competencies- behavioural indicators level 2

- Leadership: provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision. Assists others to realize and develop their potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking & vision : works strategically to realize the Organization's goals and communicates a clear strategic direction.

HOW TO APPLY:

Interested internal candidates are invited to submit their applications by completing and sending the Internal Application Form (form attached), a letter of interest, and a CV to the following e-mail address: recruitment-gt@iom.int by **march 23, 2023** at the latest, referring to this advertisement.

External Candidates that comply with the profile will need to send the Resume and a letter of interest to recruitment-gt@iom.int by **March 23, 2023** at the latest, referring to this advertisement.

IMPORTANT:

Any offer made to the candidates in relation to this vacancy is subject to funding confirmation. Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. For Salary information please refer to the following link:

https://www.un.org/Depts/OHRM/salaries_allowances/salaries/elsalvad.htm

KEEP IN MIND:

- The motivation/cover letter should be a maximum of 1 page long and in English. It should state the position(s) you are applying for
- The CV should be a maximum of 2 pages long and in English.
- Only the applications that comply with the required profile will be taken into consideration.
- Those applications received after the due date or the ones that don't include the name of the position, will not be considered.
- This vacancy is open for local staff or international staff with legal permit to work in the Country.
- The attachment shouldn't weight over 2 MB.

Posting period:

From 10.03.2023 to 23.03.2023