



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

Open to Internal and External Candidates

Position Title : **Operations Assistant (Data Processing)**
Duty Station : **Ciudad Guatemala, Guatemala**
Classification : **General Service Staff, G5**
Type of Appointment : **One Year Fixed Term with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **October 12th 2022**
Reference Code : **VN2022/026GT**

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 overall supervision of the Movement Operations Manager, Latin America and the direct supervision of Senior Operations Assistant, Movements and Data Processing, the Operations Assistant (Data Processing) is responsible for undertaking data processing activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

- Record demographic and biographic information in MiMOSA upon receipt of the request for travel while confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). Notify the Senior Operations Assistant, Movements and Data Processing of the receipt of new requests for travel assistance.
- Secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure secure storage of documentation and data in accordance with IOM principles and guidelines while guaranteeing limited access to physical files.
- Process exit permits in close coordination with supervisors and other IOM colleagues and relevant authorities.
- Ensure the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance with exit processes closely coordinated.
- Prepare all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
- Prepare reports as requested on the receipt of documentation to time of service delivery; inform supervisors on possible issues which need attention and suggest corrective actions. Report any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
- Assist in preparing regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
- Provide regular feedback on work being accomplished to the Senior Operations Assistant, Movements and Data Processing and keep supervisors immediately informed of any issues that arise.
- Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, 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.)
- Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Senior Operations Assistant, Movements and Data Processing or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- Perform such other duties as may be assigned.

Required Qualifications and Experience

Education and Experience

- Completed secondary [high school] education required and five years of relevant working experience
- Three years of working experience with a Bachelor's degree;
- Prior Movement Operations or transportation experience is a strong advantage.

Skills

- Strong computer skills - Word, Excel and Internet;
- Past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage.

Languages

Thorough knowledge of English
Thorough knowledge of Spanish

Required Competencies

The successful candidate is expected to demonstrate the following values and 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.

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: iomsalhr@iom.int by **October 12th 2022** 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 iomsalhr@iom.int by **October 12th 2022** 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.

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 28.09.2022 to
12.10.2022