



IOM International Organization for Migration

CALL FOR APPLICATIONS (extended SVN2023-03)

Open to Internal and External Candidates

Position Title : **M&E Project Assistant**
Duty Station : **Chisinau, Moldova**
Classification : **General Service Staff**
Type of Appointment : **Special Short-Term Ungraded**
Duration : **Six months with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **07 April 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 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:

Following the launch of military operations across Ukrainian territory on 24 February 2022, substantive flows and displacements across Ukraine and toward neighbouring countries have been reported countries in the following days. As response to the Ukrainian crisis, IOM Chisinau has increased operational activities which requires additional administrative staff.

Under the overall supervision of the Chief of Mission in IOM Chisinau and the direct supervision of the Programme Support Unit Coordinator, the incumbent will be responsible for:

Core Functions / Responsibilities:

1. Receive calls from refugees, and other affected people on issues related to IOM, and handle calls in a timely and professional manner, including distressing calls.
2. Provide customer service and support to callers guaranteeing situational sensitivity during the phone call; input and keep tracking data into IOM appropriate databases in an accurate manner;
3. Refer cases as per needs requested, both internally and externally, and follow up on referrals until cases are closed.
4. Record and process complaints in the IOM database and provide feedback to callers, if needed.
5. Support in managing and refer sensitive complaints/feedback in line with the AAP internal SOP and “do no harm principles”
6. Enter incoming calls, cases received through suggestion boxes, emails, and through CFM mailbox into the IOM complaints and feedback data base.
7. Provide accessible and timely information on organizational procedures, structures and processes that may impact communities to support informed decisions and engage communities in dialogue as part of information provision.

8. Promote transparency, and accountability to the affected population by being accountable towards the MEAL unit and the call center in particular.
9. Conduct any other duties or responsibilities as assigned or requested by the supervisor.

Required Qualifications and Experience

Education

- Bachelor's degree in social services, psychology, information management, geography, statistics, or other related fields with at least 2 years of working experience; or
- High School diploma with four years of relevant experience.

Experience

- Experience in communications and customer service-related activities;
- Experience working with vulnerable populations an advantage
- Work experience in field visits under humanitarian programming would be an advantage;
- Experience in basic monitoring and evaluation activities would be an advantage.

Skills

- Knowledge or experience (or willingness to learn) maintaining internal tracking tools;
- Ability to thoroughly follow up on cases internally and externally.

Languages

Fluency in English, Romanian and Russian is required. Working knowledge of Ukrainian language is an advantage.

Required Competencies

The successful candidate is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three 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 special vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, security clearances and a valid COVID certification.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested applicants are invited to send the Personal History form

https://civic.md/userfiles/attachments/14191/IOM_Personal_History_Form.xls and cover letter in English to: harchisinau@iom.int

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **07 April 2023**.

In order for an application to be considered valid, IOM only accepts the Personal History Forms duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 24.03.2023 to 07.04.2023