



**Open to Internal and External Candidates**  
**SPECIAL VACANCY NOTICE**  
(Multiple Vacancies Available)

Position Title : **Operational Clerk (REAG/ GARP)**  
Duty Station : **Nuremberg, Germany**  
Reference Code : **SVN-DE1-2017-03-EXT2**  
Classification : **General Service Staff, Grade G3/1**  
Type of Appointment : **Special Short Term Contract**  
**(40hrs/week,)**  
Estimated Start Date : **As soon as possible**

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.

***Context:***

Under the overall guidance of the Chief of Mission (CoM), the overall supervision of the Project Manager Nuremberg and under the direct supervision of the Project Manager (REAG/GARP), the incumbent is responsible for various project related tasks.

***Core Functions / Responsibilities:***

- Under the framework of the German AVRR-Program REAG/GARP and the Special Migration Assisted Program (SMAP Program), reviews and processes applications for AVRR and 3rd country migration; to this effect obtains necessary information and/or documents from applying entities or migrants;
- Checks the IOM Germany data base if applicants have already received benefits through the German AVRR program in the past , ascertains the case-related medical clearance; coordinates with the federal police and/or airport services for any special pre-departure arrangements; compiles and maintains case files according to the rules and regulations of the program;
- Provides specific information on bookings and special arrangements e.g. escorts or medical clearances, to AVRR applicants and/or applying entities; obtains and processes national or international flight bookings or ground transportation. checks and verifies best

routings and fares, obtains up-to-date information regarding travel documents, transit requirements en route and exit/entry regulations;

- Generates and verifies confirmations of AVRR and SMAP, including additional financial assistance (GARP/Starthilfe) in the IOM computer system MiMOSA and forwards these to the respective applying entity and, if required, the IOM service provider in Frankfurt;
- Coordinates necessary immediate actions in case of cancellations, re-bookings to avoid additional program costs;
- Coordinates any requirements for special vulnerable migrants (victims of trafficking, unaccompanied minors, necessary medical assistance to individual returnees en route to the country of destination);
- Initiates and, if necessary, coordinates with other IOM Missions on special operational requirements and follows the guidelines to ensure a smooth AVRR and/or 3rd country migration to specific countries;
- Provides general guidance on AVRR/REAG-GARP procedures and requirements to applying, Social Welfare and local entities, foreigners offices, NGOs and/or potential migrants;
- Verifies payment of airline invoices and forwards them to Finance department for further processing, clarifies with Finance any invoicing related queries;
- Verifies and checks additional costs due to cancellations, no-shows, re-bookings before forwarding to the Finance department and liaisons/coordinates possible action with applying entities if necessary;
- Performs other duties as assigned by the immediate supervisor or the CoM.

## ***Required Qualifications and Experience***

### **Education**

- Secondary school diploma and three years of relevant working experience OR university degree in Business/Public Administration/Social Sciences, or alternatively one year of relevant working experience;
- Working experience in migration-related issues, project-related work and/or administration and advantage.

### **Experience**

- Familiarity with German Asylum regulations and EU-grant guidelines and advantage;
- Confirmed interest in operational activities and in the functioning of an international organization;
- High level of computer literacy in standard MS products.

### **Languages**

Excellent knowledge of spoken and written German and English. Knowledge of other official IOM language is an advantage.

## ***Required Competencies***

- Accountability – Follows all relevant procedures, processes, and policies; meets deadline, cost, and quality requirements for outputs and monitors own work to correct errors;
- Client Orientation - Identifies the immediate and peripheral clients of own work, establishes and maintains effective working relationships with clients;
- Continuous Learning – Demonstrates interest in improving relevant skills and keeps abreast of developments in own professional area;
- Client Orientation – Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries;
- Communication – Actively shares relevant information, clearly communicates, and listens to feedback on, changing priorities and procedures; listens effectively and communicates clearly, adapting delivery to the audience;
- Professionalism - Masters subject matter related to responsibilities; identifies issues, opportunities, and risks central to responsibilities; treats all colleagues with respect and dignity and works effectively with people from different cultures by adapting to relevant cultural contexts;
- Teamwork - Actively contributes to an effective, collegial, and agreeable team environment; contributes to, and follows team objectives and seeks input and feedback from others;
- Technological Awareness - Learns about developments in available technology.

## ***Other***

The appointment 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.

## ***How to apply:***

Interested candidates are invited to submit their application including a CV and a cover letter not exceeding more than one page, relevant certificates and references by email to [HRDGermany@iom.int](mailto:HRDGermany@iom.int). Due to the volume of applications received, IOM Germany Human Resources will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.