



Open to Internal and External Candidates

VACANCY NOTICE

(Multiple Vacancies)

Position Title : **Operations Clerk (Starthilfe Plus)**
Duty Station : **Nuremberg, Germany**
Reference Code : **VN-DE1-2017-10**
Classification : **General Service Staff, Grade G3**
Type of Appointment : **One Year Fixed Term (40hrs/week)**
Estimated Start Date : **01.01.2018**
Closing Date : **18 December 2017**

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 Head of Operations and under the direct supervision of the Senior Project Assistant SHPlus and the 2nd Manager Senior Project Assistant REAG/GARP (I/II), the incumbent is responsible for various project related tasks.

Core Functions / Responsibilities:

- Under the framework of the German AVRR-Programs (e.g. SHPlus, REAG/GARP and the 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 and acts as Focal Point for SHPlus in the Operational teams.
- Checks the IOM Germany data base if applicants have already received benefits through the German AVRR program in the past, requests case-specific asylum status information from the Federal Office for Migration and Refugees 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, including additional financial assistance 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) and 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, including coordination of reintegration activities if applicable
- Provides general guidance on AVRR 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, and one year of relevant working experience;

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;
- Working experience in migration-related issues, project-related work and/or administration and advantage.

Languages

Good knowledge of spoken and written English as well as fluent knowledge of German, 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

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.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Germany will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their application including a cover letter not exceeding more than one page, CV and relevant certificates and references by email to 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.

Posting period:

From 04 December 2017 to 18 December 2017