



Organization or Agency:	International Organization for Migration (IOM)
Position Title:	M&E Assistant/Call Center Operator
Organizational Unit:	MEAL (Monitoring, Evaluation, Learning & Accountability)
Duty Station:	Erbil, Iraq
Type of Contract:	Sub-Contract to Stars & Orbit
Grade:	Equivalent to G4
Duration of Appointment:	Three (3) months, with possibility of extension subject to satisfactory performance and funds availability
Closing Date:	10th December 2019
Reference Code:	CFA2019/IRQ/293

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.

Context

Under the general guidance of the senior Emergency and Programmes Coordinator/Head of Programmes, overall supervision of Project Development & Reporting Officer, and the direct supervision of the Head of Monitoring, Evaluation, Accountability & Learning (MEAL); and in close collaboration with the Call Center Team Leader; the M&E Assistant/Call Center Operator will perform the following but not limited to duties:

Core Functions / Responsibilities

- Feedback and complaints:
 - Collect, process and provide feedback
 - Transparency
 - Monitoring and evaluation
1. Receive calls from beneficiaries and other calls related to IOM, and handle calls in a timely and professional manner, including distressing calls.
 2. Provide customer service and support to beneficiaries guaranteeing situational sensitivity during the phone call; input and keep tracking data into IOM appropriate databases in an accurate manner;
 3. Record and process complaints in appropriate manner and provide feedback to the beneficiaries
 4. Manage sensitive complaints/feedback in line with the AAP internal SOP and “do no harm principles”
 5. Conduct Post Distribution/ Assistance Monitoring interviews with households, community and project beneficiaries, and other relevant local stakeholders on feedback related to IOM services.
 6. In coordination with CwC efforts, provide information to beneficiaries on various topics about IOM project activities, feedback mechanisms, beneficiary criteria, entitlements and other services using bulk SMS amongst others.
 7. Carry out monitoring visits and assessments to project implementation sites and collect data on progress in achieving targets outlined in project documents and cluster requirements.
 8. 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.
 9. Promote transparency, and accountability to the affected population
 10. Conduct any other duties or responsibilities as assigned or requested by the supervisor

Required Qualifications

Education:

- University degree from an accredited academic institution with 2 years of work experience.

Experience and Skills

- Experience working in customer enquiries services is preferred
- Experience in usage of computers and office software packages (Word, Excel, Outlook), advance knowledge of automated procurement systems, and experience in handling of web-based management systems
- previous experience with the call center would be an asset

Languages:

- Excellent command of English, Kurdish and Arabic are required;
- Any other language is an asset.

Behavioral Competencies

- Work prioritization and ability to multitask;
- Shares knowledge and experience;
- Positive, constructive attitude;
- Ability to work and act under pressure with discretion in politically sensitive environment with a minimum of comfort;
- Responds positively to critical feedback and differing points of view;
- Ready to work independently, under tight deadlines;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Ability to work in a multi-cultural team environment with a positive attitude;
- Highest standards of integrity, discretion and loyalty;
- Strives for supportive working environment and positive working relationship;
- Focuses on result for the client and responds positively to feedback.
- Creates a respectful office environment free of harassment and retaliation, and promotes the prevention of sexual exploitation and abuse (PSEA)

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse

IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

How to apply:

Interested candidates are invited to submit their applications via this link:

<https://iraq.iom.int/jobs/me-assistantcall-center-operator>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From: 26.11.2019 to 10.12.2019