



Organisation internationale pour les migrations (OIM)
L'organisme des Nations Unies chargé des migrations

IOM TUNIS: VA/TN2017-030

SPECIAL VACANCY NOTICE

(OPEN TO INTERNAL AND EXTERNAL CANDIDATES-NATIONALS ONLY)

The UN agency for Migration – IOM Tunisia is looking for a **Consultant** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications (in English) PHF/CVs and cover letter specifying the motivation for applications to **Tunisrecruitment@iom.int** no later than **17 December 2017**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

TERMS OF REFERENCE

Duty Station : Tunis, Tunisia
Position Title : Consultant
Classification : Consultant
Type of Appointment : 6 months (with possibility of extension)
Estimated starting date: ASAP

Organizational Context and Scope:

Established in 1951, the UN agency for Migration – 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.

Core Functions / Responsibilities:

Duties and Responsibilities:

Under the guidance of the Chief of Mission, and the direct supervision of the National Project Officer “MRRM Project”, the incumbent will assist IOM Tunisia with the following tasks:

Essential Functions include:

1. Answer the hotline calls and provide migrants with basic information on the services available in Tunisia, in accordance with appropriate internal protocol;
2. Ensure the appropriate referral of migrants to the relevant IOM colleagues depending on the migrants’ needs and requests, through the re-routing of phone calls;

3. Assist in responding to inquiries and requests of migrants regarding the progress of their case situation;
4. Keep record of the calls;
5. Support with the updating of the national database of migrants assisted by IOM Tunisia;
6. Assist with the report of any hotline issues to Procurement Unit;
7. Perform other duties as may be required.

Required Competencies:

Behavioral:

- Clearly communicates, and listens to feedback on, changing priorities and procedures;
- Accepts and gives constructive criticism;
- Follows all relevant procedures, processes, and policies.
- Establishes and maintains confident relationships with migrants.
- Meets deadline, cost and quality requirements for outputs.
- Actively shares relevant information.
- Demonstrates interest in improving relevant skills.
- Proactively develops new ways to resolve problems.
- Provides constructive feedback to colleagues.
- Sets clear and achievable goals consistent with agreed priorities for self and others.
- Masters subject matter relate to responsibilities.
- Knowledgeable about and promotes IOM core mandate and migration solutions.
- Actively contributes to an effective, collegial and agreeable team environment.
- Takes joint responsibility for team's work.

Required Qualifications:

Education & Experience:

- Bachelors or Equivalent or Higher degree in Social Sciences or administration , from an accredited academic institution and two years of experience or one year of relevant professional experience in call centres;
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- Experience in the field of migrant assistance and humanitarian activities targeting returnees and vulnerable migrants;
- Excellent computer skills, especially in MS Office;
- Strong interpersonal & intercultural skills with an attention to detail;
- Team player; 100% integrity
- Any experience with migrants will be highly recommended.
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Languages:

Full fluency in written and spoken French and English.

Thorough knowledge of Arabic

Posting period:

From 05.12.2017 to 17.12.2017