



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

SPECIAL VACANCY NOTICE

IOM TUNISIA: VATN/2019-005

Booking and Operations Assistant

The UN agency for Migration – IOM Tunisia is looking for a **Booking and Operations Assistant** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications PHF/CVs and cover letter specifying the motivation for applications to **Tunisrecruitment@iom.int** no later than the **10th of February 2019**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

Position Title:	Booking and Operations Assistant
Duty Station:	Tunis, Tunisia
Classification:	G5
Type of Appointment:	Special Short Term contract; 6 months renewable
Estimated Start Date:	ASAP, February 2019
Reference Code:	VATN/2019-005

Organizational Context and Scope:

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN organization 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.

Under the direct supervision of the Assisted Voluntary Return and Reintegration (AVRR) Senior Project Assistant, and the overall supervision of Chief of Mission, the incumbent will ensure bookings and support migrants' voluntary returns operations in compliance with IOM established procedures to ensure orderly and timely movements.

Core Functions / Responsibilities:

The successful candidate will be responsible for:

1. Arrange, check schedules in AMADEUS, and book flight tickets for all migrants assisted by IOM in their voluntary return to their country of origin, ensuring that travel is arranged efficiently and effectively;

2. Collect and analyse data of market situation on travel service area and tariffs, liaising with airlines for competitive fares with the most direct routing, complying with special requirements needed for vulnerable cases; including unaccompanied minors and cases with special medical or security concerns;
3. Verify clients, identity documents and track travel documents expiration deadlines as necessary;
4. Liaise with the airlines on proflight related issues, name lists, booking details, domestic bookings, additions, deletions, refunds, etc;
5. Arrange escort bookings and communicate the details to those concerned in accordance with the program requirements;
6. Follow up for timely assignment of medical and operational escorts to proflights;
7. Receive travel documents and make entries into IOM data base/MiMOSA, as required; Create proflight in IOM database / MiMOSA and maintain updated proflight files as assigned by the Operations and AVRR Senior Project Assistant, ensuring that all necessary documents are requested and included in the file including exit permits, correspondence with airlines, receiving missions and other related parties;
8. Process requests for purchasing tickets for IOM staff and visitors, ensuring that the travel arrangements follow the IOM rules;
9. Process travel authorizations and claims of IOM staff in line with travel entitlements ensuring that the travel arrangement follow internal and external regulations and alerting management in cases of non-conformity;
10. Assist with technical guidance on issues related to IOM staff travel;
11. Generate and distribute Advance Booking Notifications, Transit Visa Waiver Requests; as well as additions, deletions Cancellations (CAN), departure notifications Mission Domestic Bookings and update arrival status (COA) to the proflight according to IOM SOPs;
12. Liaise with relevant IOM offices and other counterparts (RSC, UNHCR, ICRC, embassies) about departure schedules, ground transportation of migrants between processing sites for the purpose of resettlement;
13. Follow up with other IOM departments and IOM officers regarding costs of movements;
14. Support the production of monthly, interim and annual reports, summaries, press releases, visibility activities and other relevant project information materials through providing statistical inputs on movements while adhering to IOM data protection principles;

15. Perform other such duties that may be assigned.

Required Competencies:

Inclusion & respect for diversity

Respects and promotes individual and cultural differences.
Encourages diversity and inclusion wherever possible.

Integrity & 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.

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.

Required Qualifications:

Education & Experience:

- High School Degree/Certificate degree in Business Management, Tourism Client Services, from an accredited academic institution and five years of relevant professional experience; or
- Bachelors/ Equivalent/ Higher degree in the above fields with three years of relevant professional experience. Experience in conducting surveys and assessments;
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;

- Experience in an airline or busy travel agency carrying out similar tasks;
- Strong practical computer skills, including Excel spread sheet and Access database and experience of work with on-line applications;
- Proficiency in AMADEUS or other airlines Computer Reservations System;
- Accuracy in handling and reporting data;
- Ability to read, understand and apply written instructions and guidelines; interpret instructions and resolve work related problems; detect input/output errors; perform basic arithmetical calculations;
- Previous working experience with NGOs or international organizations, is an added advantage.

Languages:

Fluency in Arabic, French and English.

Posting period:

From **28.01.2019** to **10.02.2019**