SPECIAL VACANCY NOTICE
IOM TUNISIA: VANTN2020-014
Office Clerk
(Open to internals only)

The UN agency for Migration – IOM Tunisia is looking for a **Office Clerk** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications PHForm, CVs and cover letter specifying the motivation for applications to Tunisirecruitment@iom.int no later than **20th August 2020**; indicating the reference code in the subject.

*Please note that only short-listed candidates will be contacted*

**Position Title:** Office Clerk  
**Duty Station:** Tunis, Tunisia  
**Classification:** G3  
**Type of Appointment:** Special Short Term contract;  
**Estimated Start Date:** ASAP  
**Reference Code:** SVNTN2020-014

**Organizational Context and Scope:**

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.

Under the overall supervision of the IOM Tunisia Chief of Mission and the direct supervision of the National Officer Return and Reintegration, the Office Clerk will be responsible for provision day-to-day support in the reception of beneficiaries as well as office assistant tasks, in accordance with IOM’s regulations, rules and procedures.

**Core Functions / Responsibilities:**

In particular he/she will:

1. Receive and register all incoming visitors (migrants, Tunisian returnees, suppliers, etc.), and refer them to relevant staff member;
2. Ensure daily presence at the IOM Tunisia counselling center, providing reception and 
other immediate assistance to migrants (rapid assessments, referrals, information on 
IOM services);
3. Verify the counselling center is kept clean and organized at all times during business 
core hours and that maintenance issues are reported to the Procurement Unit in a 
timely manner;
4. Coordinate in liaison with security guards the reception of migrants and keep the 
IOM security focal point updated timely in case of any incident;
5. Organize and prepare the meeting room for meetings with external partners or for 
project meetings;
6. Support with the logistical aspects of assistance to migrants in co-ordination with 
the respective colleagues, including in the context of airport assistance to AVRR 
beneficiaries or support to migrants in shelters managed by IOM partners;
7. Support with the implementation of outreach activities targeting migrant 
communities (brochures, flyers etc);
8. Support the MPA Team with the preparation and distribution of NFI kits in close 
co-ordination with relevant colleagues;
9. Support the Migrant Protection and Assistance team with office assistant duties, 
including photocopies, printing etc.
10. Receive and inspect goods/services and verify that all goods are received in good 
condition;
11. Support the Procurement Unit in monitoring stocks of office supplies (paper clips, 
stationery etc.) and report when there are shortages;
12. Coordinate with logistic assistant(s) the availability of space in 
warehouse/distribution plans and participate in regular warehouse physical 
inventory counts;
13. Perform other related duties as may be required.

**Required Competencies:**

The incumbent is expected to demonstrate the following values and competencies:

**Values -** all IOM staff members must abide by and demonstrate these three values:

- **Inclusion and respect for diversity:** respects and promotes individual and cultural 
differences; encourages diversity and inclusion wherever possible.
- **Integrity and 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.

**Inclusion & respect for diversity**
Respects and promotes individual and cultural differences. Encourages diversity and inclusion wherever possible.

- Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

**Integrity & transparency**

Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization’s resources reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.
- Does not abuse one’s position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

**Professionalism**

Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.
- Shows self-control and persistence when faced with difficult problems, and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

**Core Competencies**

- **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.

**Teamwork**

Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

• Establishes strong relationships with colleagues and partners; relates well to people at all levels.

• Is fully aware of the team purpose, respects and understands individual and collective responsibilities.

• Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.

• Coordinates own work with that of the team to meet agreed priorities and deadlines.

**Delivering results**

Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

• Produces quality results and provides quality services to clients.

• Meets goals and timelines for delivery of products or services.

• Manages time and resources efficiently, monitoring progress and making adjustments as necessary.

• Shows understanding of own role and responsibilities in relation to expected results.

**Managing and sharing knowledge**

Continuously seeks to learn, share knowledge and innovate.

• Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.

• Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.

• Puts new learning into practice and draws on diverse sources of ideas and inspiration.

• Contributes to the identification of improvements to work processes and assists in implementing them.

**Accountability**

Takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work.

• Accepts personal responsibility for quality and timeliness of work.

• Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
• Operates in compliance with organizational regulations and rules.
• Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.

Communication

Encourages and contributes to clear and open communication.
Explains complex matters in an informative, inspiring and motivational way.
• Presents information using language and sequence of ideas that is easy for recipients to understand.
• Adapts communication to the recipient’s needs, asks questions to clarify, and exhibits interest in having two-way communication.
• Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
• Listens carefully and genuinely to the views and positions of others; acts on received information.

Required Qualifications:
Education & Experience:

• Bachelors’ degree or equivalent or higher in Social Sciences, Social Work or a related field from an accredited academic institution with one year of relevant professional experience or
• High school Degree/certificate in the above fields with three years of relevant professional experience.
• Experience in the field of assistance to victims of trafficking and / or humanitarian activities targeting vulnerable individuals;
• Experience with governmental authorities, NGOs, and / or other national/international institutions;
• Experience in working with non-governmental entities, UN agencies or nongovernmental organizations.
• Knowledge of Tunisia and regional issues in the thematic area of migration or counter-trafficking is a distinct advantage.
• Previous experience in international organization in an advantage.
• Must be a national of Tunisia.
• Strong knowledge of computer applications, especially MS Word, Excel, Outlook and Access.

Languages:

Fluency in Arabic (written and spoken), and good command of French is required.
Posting period:

From 06/08/2020 to 20/08/2020.