



International Organization for Migration (IOM)  
The UN Migration Agency

## **POST DESCRIPTION**

<b>I. POSITION INFORMATION</b>	
Position title	SVN 2021-046 Operations Assistant (Field Support)
Position grade	G4
Duty station	San Jose, Costa Rica
Position number	TBC
Job family	Operations
Organizational unit	USRAP Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Country Office
Position rated on	02Jul2018 A ROVIRA
Reports directly to	Operations Associate
Number of Direct Reports	0
<b>II. ORGANIZATIONAL CONTEXT AND SCOPE</b>	
<p>Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations departments in various IOM missions, coordinated under the division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters, are responsible for all aspects of travel for migrants and refugees under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.</p> <p>Under the general supervision of the Movement Operations Manager and the direct supervision of the Operations Associate, the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:</p>	
<b>III. RESPONSIBILITIES AND ACCOUNTABILITIES</b>	
<ol style="list-style-type: none"><li>1. Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation.</li><li>2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed;</li></ol>	

- ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
  4. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
  5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
  6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
  7. Provide regular feedback on work being accomplished to the Operations Assistant (Team Leader) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
  8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
  9. Perform such other duties as may be assigned.

**IV. REQUIRED QUALIFICATIONS AND EXPERIENCE**

**EDUCATION**

- Four years of working experience with secondary [high school] education;
- OR
- Two years of working experience with bachelor's degree.

**EXPERIENCE**

- Prior Movement Operations or transportation experience is a strong advantage.
- Prior customer service experience is required.

**SKILLS**

- Good knowledge of Word, Excel and the internet.
- Strong interpersonal and communication skills.
- Ability to use own initiative and work with minimum supervision
- Self-motivated and objective driven

V. LANGUAGES	
Required (Specify the required knowledge)	Desirable
Fluency in English and Spanish (oral and written)	
VI. COMPETENCIES <sup>1</sup>	
<p>The incumbent is expected to demonstrate the following values and competencies:</p> <p><b>Values</b> - all IOM staff members must abide by and demonstrate these three values:</p> <ul style="list-style-type: none"> <li>• <u>Inclusion and respect for diversity</u> respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.</li> <li>• <u>Integrity and transparency</u>: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.</li> </ul> <p><u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.</p> <p><b>Core Competencies</b> – behavioural indicators <i>level 2</i></p> <ul style="list-style-type: none"> <li>• <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.</li> <li>• <u>Delivering results</u> produce and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.</li> <li>• <u>Managing and sharing knowledge</u> continuously seeks to learn, share knowledge, and innovate.</li> <li>• <u>Accountability</u>: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.</li> <li>• <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.</li> </ul>	
SIGNATURES:	
1 <sup>ST</sup> LEVEL SUPERVISOR	DATE
2 <sup>ND</sup> LEVEL SUPERVISOR	DATE

<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.

**Submission of application:**

The candidate should send his/her application through the following email [cosaniosevacancies2@iom.int](mailto:cosaniosevacancies2@iom.int) , using as Subject “**SVN 2022-046** Operations Assistant (Field Support)”.

The application must include:

- Curriculum in English.
- Letter of interest in English.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by **March 30, 2022**. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.