



POST DESCRIPTION

SECTION 1

Position Information

Position Title	Operations Assistant (Data Processing)
Position Grade	G5
Duty Station	El Salvador
Position Number	
Job Family	Operations
Organizational Unit	
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	11Jul2018 A ROVIRA
Reports directly to	Senior Operations Assistant (Data Processing)
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

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.

Under the general supervision of the Operations Associate, the direct supervision of Senior Operations Assistant (Data Processing), the Operations Assistant (Data Processing), is responsible for the following duties and responsibilities.

SECTION 3

Responsibilities and Accountabilities

1. Record demographic and biographic information in MiMOSA upon receipt of the request for travel while confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). Notify the Senior Operations Assistant (Data Processing) of the receipt of new requests for travel assistance.
2. Secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure secure storage of documentation and data in accordance with IOM principles and guidelines while guaranteeing limited access to physical files.
3. Process exit permits in close coordination with supervisors and other IOM colleagues and relevant authorities.
4. Ensure the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance with exit processes closely coordinated.
5. Prepare all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
6. Prepare reports as requested on the receipt of documentation to time of service delivery; inform supervisors on possible issues which need attention and suggest corrective actions. Report any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
7. Assist in preparing regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
8. Provide regular feedback on work being accomplished to the Senior Operations Assistant (Data Processing) and keep supervisors immediately informed of any issues that arise.
9. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, as well as the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA).
10. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Senior Operations Assistant (Data Processing) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other duties as may be assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Completed secondary [high school] education required.

EXPERIENCE

- Five years of relevant working experience.
- Three years of working experience with a Bachelor's degree.
- Prior Movement Operations or transportation experience is a strong advantage.

SKILLS

- Strong computer skills - Word, Excel and Internet.
- Past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage.

SECTION 5

Languages

REQUIRED

Fluency in English is required (oral and written).

DESIRABLE

Working knowledge of French and/or Spanish.

SECTION 6

Competencies¹

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

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.

Courage: Demonstrates willingness to take a stand on issues of importance.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

CORE COMPETENCIES - Behavioural indicators – Level 1

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 actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

MANAGERIAL COMPETENCIES - Behavioural indicators – N/A

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization’s vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization’s goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

SECTION 7

Signatures

1 st Level Supervisor	Date
	Click here to enter a date.
2 nd Level Supervisor	Date

	Click here to enter a date.
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