

VACANCY OPEN FOR INTERNAL AND EXTERNAL CANDIDATES

Position title:	Operations Assistant (Field Support)
Duty station:	Mexico City
Position grade:	G5
Contract type:	Special short term
Duration:	Until may 31 th , 2025 (with the possibility of extension)
Estimated start date:	October 1st, 2024
Closing of the notice:	September 16 th , 2024

The International Organization for Migration (IOM), created in 1951, is the leading International Organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM's job is to contribute to the orderly and humane management of migration; promote international cooperation on migration issues; help find practical solutions to the challenges involved in migratory movements and offer humanitarian assistance to migrants.

IOM is committed to promoting a diverse and inclusive environment. Women's candidature is strongly encouraged.

Context

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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 AVR Regional Programme Manager, and the direct supervision of the Operations Associate, the Operations Assistant (Field Support), is responsible for the following duties and responsibilities.

Responsibilities and accountabilities:

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.
2. In coordination with the Operations Associate 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; 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 Associate 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 Operations Associate 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.

Required qualifications and experience

- High school diploma with four years of relevant work experience, or;
- Bachelor's degree with two years of relevant work experience.
- Prior Movement Operations or transportation experience is a strong advantage.
- Strong interpersonal and communication skills.
- Good knowledge of Word, Excel and the internet is a strong advantage.

Languages

- Fluency in Spanish.
- Intermediate English level.



- French knowledge is an advantage.

Competencies

The successful candidate is expected to demonstrate the following values and competencies:

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.
- Courage: demonstrates willingness to take a stand on issues of importance.
- Empathy: shows compassion for others, makes people feel safe, respected and fairly treated.

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.

Important

- Only applications that meet the requested profile will be considered.
- Applications received on a date after the call closes or that do not specify the reference code will not be considered.
- This call is only open to national citizens or foreigners **legally authorized to work in the country**.
- Any job offer in connection with this special vacancy notice is subject to the availability of project funds.
- The hiring of this candidacy is subject to the validation of references, medical certification that guarantees that the candidate is in optimal health conditions for the same, COVID vaccination certificate, as well as verification of residence, visa and authorizations by the Local government, if applicable.



Instructions to apply to the position:

The candidate must send their CV with a maximum of four pages in length, including three job references in their application (indicating the name, position, telephone number and email of the supervisor), along with a one-page motivation letter. maximum extension, to the email: iommexicorh@iom.int indicating in the subject the name of the vacancy and the reference code, as shown in the example below:

Operations Assistant (Field Support) SVN MX031 – 2024

Publication Period: *from September 05th to 16th, 2024.*

Note: Only shortlisted candidates will be contacted. The attachment must not be larger than 2MB.