



Organization or Agency: **International Organization for Migration (IOM)**
Position Title: **Call Center Operator (3 Positions)**
Organizational Unit: **MEAL (Monitoring, Evaluation, Learning & Accountability)**
Duty Station: **Erbil-Iraq**
Type of Contract: **Sub-Contract to Stars Orbit Consultants and Management Development-Daily**
Grade: **Equivalent to G4**
Duration of Appointment: **Six (6) months, with possibility of extension subject to satisfactory performance and funds availability**
Closing Date: **1 January 2024**
Reference Code: **CFA2023/IRQ/309**

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.

Context/Reporting line:

Under the direct supervision of the Accountability Officer and the overall supervision of the M&E Officer, the Call Center Operator will perform the following but not limited to duties:

Core Functions / Responsibilities

- Complaints and Feedback Mechanism
 - Collect, process and provide feedback
 - Call center service
 - Data collection
 - Monitoring and Evaluation
- 1- Receive calls from beneficiaries and other calls related to IOM, and handle calls in a timely and professional manner, including distressing calls.
 - 2- Provide customer service and support to beneficiaries guaranteeing situational sensitivity during the phone call; input and keep tracking data into IOM appropriate databases in an accurate manner;
 - 3- Record and process complaints in an appropriate manner and provide feedback to the beneficiaries
 - 4- Handle sensitive complaints/feedback in line with the AAP internal SOP and “do no harm principles”
 - 5- Conduct Post Distribution/ Assistance Monitoring interviews with households, community and project beneficiaries, and other relevant local stakeholders on feedback related to IOM services when required.
 - 6- In coordination with CwC efforts, provide information to beneficiaries on various topics about IOM project activities, feedback mechanisms, beneficiary criteria, entitlements and other services using bulk SMS amongst others.
 - 7- Provide accessible and timely information on organizational procedures, structures and processes that may impact communities to support informed decisions and engage communities in dialogue as part of information provision.
 - 8- Promote transparency, and accountability to the affected population.
 - 9- Conduct any other duties or responsibilities as assigned or requested by the supervisor

Required Qualifications

Education:

- Bachelor's degree from an accredited academic university or institution.

Experience and Skills:

- Minimum two years of a relevant field of experience.
- Experience working in customer inquiries services is preferred
- Experience in the usage of computers and office software packages (Word, Excel, Outlook), and experience in handling web-based management systems.
- Excellent interpersonal communication skills is required.
- Previous experience with the call center would be an asset.
- Excellent experience in data visualization, in particular, the Microsoft Power BI platform is an advantage.
- Reporting skills is preferred.

Languages:

- Fluency in English, Kurdish and Arabic is required.
- Any other language is an advantage

Behavioral Competencies

- Work prioritization and ability to multitask.
- Shares knowledge and experience.
- Positive, constructive attitude.
- Ability to work and act under pressure with discretion in politically sensitive environment with a minimum of comfort.
- Responds positively to critical feedback and differing points of view.
- Ready to work independently, under tight deadlines.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Ability to work in a multi-cultural team environment with a positive attitude.
- Highest standards of integrity, discretion and loyalty.
- Strives for supportive working environment and positive working relationship.
- Creates a respectful office environment free of harassment, retaliation, and promotes the prevention of sexual exploitation and abuse (PSEA).

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse

IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

How to apply:

While this vacancy is open to both Internals and Externals, priority shall be given to qualified internal applicants.

Interested candidates are invited to submit their applications via this link:

<https://jobs.my-soc.org/apply/20231218120812/AT6LRjGE1Diao4Fz9dU7tmJv>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From: 18 December 2023 to: 1 January 2024