



International Organization for Migration (IOM)
The UN Migration Agency

CALL for Applications (Re-Advertisement) **CFA AT2021/03**

Open to Internal and External Candidates

Position Title : **Operations Clerk**
Duty Station : **Vienna, Austria (Country Office)**
Classification : **Employee**
Type of Appointment : **Special Short-Term ungraded contract, full-time, nine months with possibility of extension, take-home pay ca. € 2.620 (tax-free)**
Estimated Start Date : **As soon as possible**
Closing Date : **02 January 2022**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this Call for Applications.

Context:

Under the overall supervision of the Head of Office of the Country Office for Austria and the direct supervision of the Head of Operations, the incumbent is working on the implementation of projects related to Assisted Voluntary Return and Reintegration and Operations unit.

Core Functions / Responsibilities:

1. Provide general support in arranging movements with regards to Assisted Voluntary Return from Austria in full compliance with IOM standards and local guidelines set by the Head of Operations
2. Assist IOM migrants upon departure, in transit and upon arrival at the airport Vienna (check-in, security checks and border controls)

3. Perform basic returnee data entry function in the web-based database
4. Processing ticket costs in the web-based ticket order record
5. Prepare documents for filing and invoicing
6. Assist other operation's staff as required
7. Performing any other duties as may be assigned

Required Qualifications and Experience

Education

- Secondary School Diploma, ideally with Airline and/or Airport background

Experience

- Proficient in Office applications e.g. Outlook, Word, Excel
- Driver license class B is required
- Knowledge of airline departure and general procedures desirable.

Skills

- Discreet, details and clients-oriented, patient and willingness to learn new things
- Work under stressful situations and tight time constraints.
- Available to work flexible hours when on duty at the airport is required.

Languages

Fluency in German and English is required. Dari/Farsi, Arabic or Russian desirable.

Required 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.

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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

IOM's competency framework can be found at this [link](#).

Other

Any offer made to the candidate in relation to this call for applications is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of any residency or visa requirements, and security clearances.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications by 02 January 2022, 23:59 at the latest to iomviennacoehr@iom.int referring to this vacancy and using the subject line "*Family Name* – application CFA AT2021/03".

In order for an application to be considered valid, the application must contain a letter of motivation, a CV (both in English) and a duly filled in Personal History Form (available at <https://austria.iom.int/sites/default/files/PersonalHistoryForm.xls>).

Only shortlisted candidates will be contacted.

Posting period:

From 23 December 2021 to 02 January 2022