



IOM International Organization for Migration

Special Vacancy Notice AT2021/04

Open to Internal and External Candidates

Position Title : **Operations Clerk (Amadeus)**
Duty Station : **IOM Country Office for Austria, Vienna**
Classification : **General Service Staff, Grade G3 (full-time)**
Type of Appointment : **Special Short Term, 9 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **02 January 2022**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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 vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the direct supervision of Head of Operations and the overall supervision of the Head of Office, the incumbent will support the Operations Unit at the IOM Country Office for Austria in all operations-related activities and provide movement support to migrants in need of international migration assistance travelling under the auspices of IOM across the spectrum of IOM's programs.

Core Functions / Responsibilities:

1. Assist in handling and organizing IOM operational activities from, to and via Austria
2. Provide clerical 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
3. Assist IOM migrants upon departure, in transit and upon arrival at the airport Vienna (check-in, security checks and border controls)
4. Perform basic returnee data entry function in the web-based database

5. Processing ticket costs in the web-based ticket order record
6. Assist other operation's staff as required
7. Performing any other duties as may be assigned

Required Qualifications and Experience

Education

- Bachelor's degree from an accredited academic institution, with one year of relevant professional experience, ideally related to the provision of assistance and/or movements support to diverse beneficiaries, including migrants and persons in vulnerable situations; OR
- Completed High School degree from an accredited academic institution, with three years of relevant professional experience.

Experience

- Thorough knowledge of the AMADEUS booking system is a definite advantage.
- Proficient in Word Office applications e.g. Outlook, Word, Excel;
- Driving license class B is required
- Previous work experience for airline or at the airport is an advantage
- Discreet, details and clients-oriented, patient and willingness to learn new things
- Ability to work under stressful situations and tight time constraints.
- Available to work flexible hours when on duty at the airport is required.

Languages

Fluency in **English** and **German** is required. Dari/Farsi, Arabic or Russian is 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 special vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

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 iomviennacohr@iom.int referring to this vacancy and using the subject line "*Family Name* – application SVN AT2021/04".

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 14.12.2021 till 02.01.2022