

Open to Internal and External Candidates

Position Title : **Operations Clerk (Field Support)**
Duty Station : **Suan Phueng, Ratchaburi, Thailand**
Classification : **General Service (G-3, THB 49,198.25 per month)**
Type of Appointment : **One Year Fixed-Term Contract**
Initial 12 months with possibility of extension
Estimated Start Date : **As soon as possible**
Closing Date : **7 February 2024**

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.

1. 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 National Associate Operations Officer and the direct supervision of the Senior Operations Assistant, the Operations Clerk is responsible for the following duties and responsibilities.

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- Provide clerical support on logistics and coordination related to health assessment/activities (including vaccination, smear collection, PEC, PCR), CIS interview, Departure/Arrival assistance (at IOM hotel or office)
- Provide clerical support on logistics and coordination related to health assessment/activities (including vaccination, smear collection, PEC, PCR), CIS interview, Departure/Arrival assistance (at IOM hotel or office)
- Assist in registering refugees in IOM accommodation (checking in / checking out process).
- Provide hotel arrival briefings to refugees about the standard services and facilities at the hotel, including the DO and DON'T aspects during their stay at the hotel.

- Assist in escorting the refugees to the RSC office, IOM clinic, the airport, or other places according to the IOM schedule.
- In coordination with the Senior OPS Assistant and National Associate Operations Officer, respond to questions or requests of the refugees staying at the IOM hotel.
- Provide clerical support such as PR requests and invoice processes related to providing services to assisted refugees.
- Maintain a positive working relationship with other relevant colleagues/units in the IOM Suan Phueng office.
- Keep the IOM Suan Phueng Senior Operations Assistant and National Associate Operations Officer updated on relevant refugee issues under IOM's custody.
- Perform such other duties as may be assigned.

3. QUALIFICATIONS AND EXPERIENCE

EDUCATION

- High School Diploma with at least three years of relevant professional experience; or,
- Bachelor's degree in Political Sciences, Social Sciences, International Relations, Development Studies, Migration Studies, Human Rights, Law or related fields from an accredited academic institution with at least one year of relevant professional experience.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

EXPERIENCE

- Prior Movement Operations or transportation experience is a strong advantage.

SKILLS

- Good knowledge of Word, Excel and the internet.
- Strong interpersonal and communication skills.

4. LANGUAGES

- Fluency in Thai and English is required (oral and written).
- Working knowledge of Burmese or other language spoken by minority groups from Myanmar is desirable.

5. DESIRABLE COMPETENCIES:

The incumbent 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 – behavioural indicators *level 1*

- Teamwork: Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Delivering results: Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Managing and sharing knowledge: Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Accountability: Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Communication: Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.

How to apply:

Interested candidates are invited to submit their applications via IOM e-Recruitment system within the above said deadline referring to this advertisement. **Please attach the following documents in your application.**

- a cover letter, indicating the dates of availability;
- a curriculum vitae;
- a duly completed IOM Personal History Form which can be downloaded from <https://thailand.iom.int/sites/g/files/tmzbd11371/files/Vacancies/Form/iom-personal-history-form-270122.xls>.

Other

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- This post is subject to local recruitment. Only those holding a valid residence and work permit for the country where this position is based will be eligible for consideration.
- Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable. Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.

- IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.
- IOM only accepts duly completed applications submitted through the IOM online recruitment system. The online tool also allows candidates to track the status of their application.
- Only applicants who meet the above qualification will be considered.

For further information and other job postings, you are welcome to visit our website: [Careers | IOM Thailand](#).