

Open to Internal and External Candidates

Position Title	: Operations Assistant (Staff Travel) <i>(Open for Thai Nationals Only)</i>
Duty Station	: Bangkok, Thailand
Classification	: General Service (G-5, THB 74,905.75 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	: 6 May 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 Movement Operations Manager in Bangkok and the direct supervision of the Senior Operations Assistant (Movements) in Bangkok, the incumbent shall be responsible for carrying out duties related to the organization's movement activities, mainly staff travels.

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- Provide clerical support for all administrative and operational arrangements related to the request for staff travel support from Thailand and other missions covered by RMM Bangkok, Thailand.
- Arrange/make bookings in AMADEUS as per "best fare practice" (i.e., using the most convenient routing, the most competitive fares & the availability of the correct booking class) and as per guidelines outlined in the MMM (Movement Management Manual and the HIT – handbook of International Tariffs).

- Request relevant tickets or PTA (Prepaid Ticket Advice) and create the corresponding Ticket Order Record (TOR) in iGATOR (Global Airline Ticket Order Record).
- Compile and analyze descriptive statistics, using I-GATOR to capture costs as specified in SOPs and in accordance with host government's procedures.
- Ensure that any booking requests received are acknowledged, and the WBS code of the corresponding request is verified. Confirm that all self-payer cases' costs are prepaid before making travel arrangements.
- Forward completed booking request for invoice settlement and file closure.
- Prepare and timely submit the monthly staff travel report.
- Act as department focal point for International and Domestic staff travel bookings of IOM Thailand and other mission in the region when required, update and maintain relevant staff travel files, which include copies of all approved TRs.
- Act as the department focal point for AMADEUS and update and train staff members as requested.
- Provide regular feedback on work being accomplished to the Senior Operations Assistant (Movements) and keep supervisors immediately informed of any issues that arise.
- Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases (including iGATOR, MiMOSA, SAR and Amadeus), as well as the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the Prevention of Sexual Exploitation and Abuse (PSEA).
- Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Senior Operations Assistant (Movements) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- Perform any other duties within the incumbent's capabilities as assigned.

3. QUALIFICATIONS AND EXPERIENCE

EDUCATION

- High School Diploma with at least five years of relevant professional experience; or,
- Bachelor's degree from an accredited academic institution with at least three years of relevant professional experience.

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

EXPERIENCE

- Experience in arranging flight bookings.
- Familiar with AMADEUS or other relevant flight reservation systems.
- Able to work with databases and spreadsheets.

SKILLS

- Strong interpersonal skills and ability to maintain trust and good working relationship with counterparts.
- Strong organizational and time management skills.
- Ability to work in a multi-cultural environment and respect diversity.
- Team-work oriented but with a capacity to work independently.
- Good writing and communication skills.

4. LANGUAGES

- Fluency in Thai and English (oral and written) is required.

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/tmzbdl1371/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](#).