

Open to Internal and External Candidates

Position Title	: Operations Assistant (Field Support)
Duty Station	: Suan Phueng, Ratchaburi, Thailand
Classification	: General Service (G-4, THB 61,967.50 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	: 13 November 2024

(Open for Thai Nationals Only)

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 Movement Operations Officer (Field Support) in Suan Phueng and the direct supervision of Senior Operation Assistant (Field Support) in Suan Phueng, the Operations Assistant (Field Support), is responsible for the following duties and responsibilities.

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation.
- Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.

- Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
- Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
- Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
- Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
- Provide regular feedback on work being accomplished to the Senior Operations Assistant in Suan Phueng and/or the National Associate Operations Officer (Field Support) in Suan Phueng and team members and keep supervisors immediately informed of any issues requiring their attention.
- 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 in Suan Phueng or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- Perform such other duties as may be assigned.

QUALIFICATIONS AND EXPERIENCE

EDUCATION

- High School Diploma with at least four years of relevant working experience
- University degree from an accredited academic institution with at least two years of relevant working 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.

3. LANGUAGES

- Fluency in English and Thai (oral and written) is required.
- Working knowledge of French and/or Spanish is an advantage.

4. 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: Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.

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](#).