



Open to Internal and External Candidates

Position Title: **Contact-Centre Operator, Administrative Service Centres**
Duty Station: **Port Moresby, Papua New Guinea**
Classification: **General Service Staff**
Type of Appointment: **G4 (One Year Fixed Term), several positions**
Estimated Start Date: **As soon as possible**
Closing Date: **10 March 2024**

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.

IOM is committed to a diverse, equitable and inclusive work environment and strongly **encourages applications from persons of all genders, persons with disabilities, LGBTIQ+ individuals, and persons from minoritized racial or ethnic groups.**

With the aim of promoting an inclusive work environment, IOM has in place a series of policies for staff members, such as parental leave, flexible working arrangements, respectful workplace policy, reasonable accommodation for persons with disabilities, and other family-friendly policies.

IOM has a policy of zero tolerance of sexual exploitation and abuse, sexual harassment, fraud, abuse of authority and discrimination. All IOM personnel have to adhere to the IOM standards of conduct and abide by relevant policies put in place in order to maintain a respectful and inclusive work environment.

Read more about diversity and inclusion at IOM at www.iom.int/diversity

Context:

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 has been operating in Papua New Guinea (PNG) since 2001, working on complex emergencies and providing humanitarian relief while building capacity of the Government for better migration management. Operating through its Country Office in Port Moresby and 12 field-offices across the country, IOM's programmes focus on disaster risk reduction, emergency preparedness and response, peacebuilding, labour mobility and human development, climate change, countering trafficking in persons, immigration and border governance, legal identity, protection, assisted voluntary return and reintegration, migration, and health.

Through the one-stop-shop hubs (hereinafter referred to as Administrative Service Centres (ASC)), IOM intends to provide administrative support on behalf of Papua New Guinea's immigration and citizenship authorities aimed at facilitating access to travel documents, visas, and stay permits for Papua New Guinea nationals, foreign nationals residing in Papua New Guinea and potential travellers and immigrants to Papua New Guinea. The initiative will ultimately enhance the e-governance capacity of Papua New Guinea, streamlining the processes, ensuring security of data, and fastening the processing time.

Core Functions / Responsibilities

Under the overall supervision of the Administrative Service Coordinator and direct supervision of the Team Leader based in Port Moresby, the incumbent will be responsible for supporting the provision of continuous and excellent service delivery at the Contact-Centre, managing enquiries and other requests through phone calls, emails, recording, analysing and reporting on feedbacks other requests, and preparing relevant reports on regular basis

1. Assist the ASC Team Leader in operationalizing the ASC Contact-Centre, in accordance with service standards, standard operating procedures, and contractual requirements.
2. Provide accurate and timely information through phone, email, and in person if needed to the applicants for any enquiry regarding eligibility criteria, regulations, mandatory supporting documentation for the application/renewal of passport, visas, and stay permits.
3. Maintain an appropriate user level of IOM case management system to ensure capacity to verify the status of applications when requested by applicants and to manage appointments through the system back-end (scheduling, re-scheduling, cancellation).
4. In due coordination with the ASC supervisor, assist booking appointments for applicants in need, following ASC regulations and contractual requirements.
5. Prepare and assist in the analysis of daily, weekly, and monthly reports and statistics including number of calls (inbound and outbound), language of the calls, type of call (enquiry, status tracking, feedback etc.), enquiries and responses; number and type of enquiries for assistance in person.
6. Timely inform management of any problems or issues related to daily work, security issues, systems and software issues, complaints and make recommendations for improvement.
7. Meet quality and quantitative standards set by the contractual requirements and by the ASC management.
8. Assist the Service Assistants when needed in receiving applicants and supporting with the application process.
9. Perform any other related duties that may be assigned by the ASC Team Leader.

Required Qualifications and Experience

Education

- University degree with two years of relevant professional experience; or
- High school degree with four years of relevant experience.

Experience

- Experience in similar positions in any call center/other agencies.



- Experience in migrant-related program OR visa/administration related services would be an added advantage.
- Experience in customer service; would add value.

Skills

- Ability to use own initiative and work under pressure with minimum supervision.
- Excellent computer skills - Word, Excel and Internet.
- Strong interpersonal and communication skills.
- Attention to detail and ability to organize.
- Self-motivated and objective driven.

Languages

For this position, fluency in Tok Pisin and English is required (oral and written).

Working knowledge of the following local languages would be an advantage:

Hiri Motu, Police Motu, Kairuku, RIGO, Aroma, Hula, Abau, Goilala, Koiari, Wanigela and Kerema, Melpa, Henga, Kuman, Imbongu, Huli and Angal Heneng. Yabim and Kote

Required Competencies

Competencies

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **Integrity and transparency:** Maintain 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 - Behavioral 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 of achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring, and motivational way.



Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Only candidates residing in either the duty station or from a location in a neighboring province that is within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process. Accommodation is not provided.

How to apply

Interested candidates are invited to submit their applications via email or hand deliver by **10 March 2024** at the latest, referencing **(VN/2024/005 - Contact-Centre Operator, Administrative Service Centres)** at the subject line.

Kindly send your applications with your cover letter and CV to: iompnghr@iom.int
Interested applicants are to address their applications to:

**Human Resources Team
International Organization for Migration (IOM)
PO Box 1876 Port Moresby
Level 3, Cuthbertson House, Cuthbertson Street
Downtown NCD, Papua New Guinea**

Only shortlisted candidates will be contacted.

Posting Period

From 16.02.2024 to 10.03.2024.

No Fees:

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.