



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal and External Candidates

Position	: Administrative Assistant (HH)
Organizational Unit	: Humanitarian Hub
Duty Station	: Maiduguri
IOM Classification	: G4
Type of Appointment	: Special Short-Term (SST) 6 months with possibility of extension
SVN No.	: SVN2018/109
Estimated Start Date	: As soon as possible
Closing Date	: 11th November, 2018

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 overall supervision of the Humanitarian Hub Project Coordinator and direct supervision of the Humanitarian Hubs Operations Officer, the successful candidate will be responsible for receiving and welcoming guests and ensuring guest satisfaction in the humanitarian hub;

Core Functions / Responsibilities:

1. Coordinate and prepare work schedule of the Front Desk staff.
2. Monitor the work and performance of all Front Desks staff.
3. Ensure that all booking requests are attended to and reservation requests are appropriately acted upon and processed.
4. Receive guests to the humanitarian hub, brief them of the hub services, facilities and rules/regulations.
5. Attend to the concerns/issues raised by the guests/residents during their stay at the hub.
6. Coordinate conference room booking and set up for meetings.
7. Report issues of maintenance and malfunctioning appliances to the Hubs Operations Officer.
8. Ensure orderliness at the front desk, keeping the front desk area clean at all times.
9. Keep clear and comprehensive records of guest room bookings and all billings for accountability and future reference.
10. Build good relationship and rapport with guests to make them feel comfortable and address any complaints they might have in a very courteous manner to protect the image of the hotel. Ensure the accurate and timely preparation bills of the residents and guests.
11. Attend to the concerns and requests raised by residents and guests. Take time and appropriate action to address the needs and reasonable requests of the residents and guests.
12. Perform other duties as required.

Required Qualifications and Experience

- Completed Diploma /University degree from an accredited academic institution.

- Minimum of two years relevant experience for those with University Degree and above or minimum of four years with high school diploma in hospitality or related field.
- Previous experience in similar capacity;
- Good knowledge Microsoft office application a **MUST**
- Understanding of the importance of health and hygiene
- Proactive.
- A great team player
- Fast Learner

Languages

Fluency in **English** and Native Language; Fluency in all languages advantageous;

Required Competencies

The incumbent is expected to demonstrate the following 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.

Other

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

Only candidates residing in the country of the duty station within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Female with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position applied on subject line by **Sunday 11th November 2018**.

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **SVN2018/109 Maiduguri. Administrative Assistant (HH) G4**

All applications should include a functional email address, mobile numbers and detailed curriculum vitae (CV).

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From 29.10.2018 to 11.11.2018