



IOM International Organization for Migration

## **SHORT VACANCY NOTICE**

### **Open to Internal & External Candidates**

Position : **Junior Customer Care Assistant**  
Organizational Unit : **Migration Health**  
Duty Station : **Lagos**  
IOM Classification : **G3**  
Type of Appointment : **Special Short-Term (SST) 6 months with possibility of extension**  
SVN No. : **SVN2023.117**  
Estimated Start Date : **As soon as possible**  
Closing Date : **01 November 2023**

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 is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity). Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

#### **Context:**

Under the overall supervision of the Chief Migration Health Officer (Abuja) or Migration Health Officer (Lagos) and the direct supervision of the Senior Medical Assistant the successful candidate will be responsible for carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Nigeria.

#### **Core Functions / Responsibilities:**

- The Provide general information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the clients.
- Greet visitors and provide a positive image of IOM and hospitality for clients, and visitors.
- Identify and aid to clients requiring prioritization.
- Answer clients' questions and provide information regarding health assessment process.
- Direct clients to the right department, staff, or helpful resources such as bulletins, brochures etc. Follow up with customers as needed to ensure any problems are resolved.
- Maintains constant vigilance to ensure the safety of clients, staff, and IOM property. Report unusual activity or suspicions of safety issues to the supervisor in a timely manner.
- Assist in maintaining a visitor's log and ensure they are provided with security access to the building and offices if required.
- Gathering, organizing, and archiving paper and electronic files and documents. Secures and protects the privacy of such

documents and files.

- Receives, directs, and tracks all incoming/outgoing correspondence (courier packages, etc.) adhering to established procedures in the mission.
- Monitor the process flow to ensure order and manage crowding in waiting areas by redistributing clients to other stations when necessary.
- Perform other duties as may be assigned.

**Education:**

- University Degree with at least one year experience or High School Degree/Certificate with 3 years of relevant working experience.

**Experience:**

- Proficient in MS office applications e.g., Word, Excel, PowerPoint, Email, Outlook.
- Prior work experience with humanitarian organizations, non-government, hospitality, or service-oriented, industry in a multi-cultural setting is an advantage; and,
- Experience in administrative, or customer service support will be considered.

**Languages:**

Fluency in English (oral and written) required, working knowledge of the local language.

**Skills:**

- Attention to detail, ability to organize paperwork in a methodical way.
- Discreet, details and client-oriented, patient with willingness to learn new things.
- Written and verbal communication skills.
- Knowledge of customer service.
- Ability to work under pressure.
- Multitasking and Prioritizing

**Required Competencies:**

**Behavioural**

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: 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 – behavioural indicators level 2**

- 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***

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

Appointment will be subject to certification that the candidate is medically fit for appointment, confirmation of all documents, and security clearances.

Women 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 **Wednesday, 01 November 2023** and follow this link: <https://forms.office.com/e/GV7t4r9haz>

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 **SVN2023.117. Lagos. Junior Customer Care Assistant (G3)**.

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 **19.10.2023** to **01.11.2023**

***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.