



Position Title : Junior Customer Care Assistant x3
Duty Station : Harare, Zimbabwe
Classification : General Service Staff, Grade G3
Type of Appointment : Special Short Term with a possibility of extension
Estimated Start Date : As soon as possible
Reference Number : SVN2023/15
Closing Date : 12 January 2024

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.

Context:

Under the overall supervision of the Chief Migration Health Officer and the direct supervision of the Senior Medical Assistant, the successful candidate will be responsible for performing the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Harare, Zimbabwe.

Core Functions / Responsibilities:

1. Provide general information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the clients.
2. Greet visitors and provide a positive image of IOM and hospitality for clients, and visitors.
3. Identify and assist clients requiring prioritization.
4. Answer clients' questions and provide information regarding health assessment process.
5. Direct clients to the right department, staff, or helpful resources such as bulletins, brochures etc. Follow up with customers as needed to ensure any of their problems are resolved.
6. 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.
7. Assist in maintaining a visitor's log and ensure they are provided with security

access to the building and offices if required.

8. Gathering, organizing, and archiving paper and electronic files and documents. Secures and protects the privacy of such documents and files.
9. Receives, directs, and tracks all incoming/outgoing correspondence (courier packages, etc.) adhering to established procedures in the mission.
10. Monitor the process flow to ensure order and manage crowding in waiting areas by redistributing clients to other stations when necessary.
11. Perform other duties as may be assigned.

Qualifications and Experience:

- University Degree with at least one year experience or High School Degree/Certificate with three 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.

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

Languages

Proficiency in written and spoken English.

Required 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

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.

Other

- Appointment will be subject to certification that the candidate is medically fit for appointment.
- No late applications will be accepted.

How to apply:

IOM invites interested candidates to submit their applications to vacancieshre@iom.int by 12 January 2024 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

Posting period:

From 29 December to 12 January 2024