



International Organization for Migration (IOM)
The UN Migration Agency

OPEN TO INTERNAL AND EXTERNAL CANDIDATE

Reference No. : **SVN/MZ10/2022/023**
Position Title : **Receptionist/Administrative Assistant**
Duty Station : **Maputo, Mozambique**
Organizational Unit : **HR Unit**
Classification : **General Service, G-3**
Type of Appointment : **Special Short Term Graded Contract, 06 (six) months with possibility of extension.**
Report to : **HR Senior Assistant**
Estimated Start Date : **As soon as possible**
Closing Date : **12 July 2022**

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

Under the overall supervision of the HR Officer, in close coordination with Resources Management Officer and direct supervision of Senior HR Assistant the incumbent performs the Front Desk and other administrative tasks for IOM Mission Mozambique in Maputo.

Responsibilities and Accountabilities:

1. Perform Front Desk duties:
 - a) Receive visitors to the organization, ascertain the visit purpose and direct to the person or entity called upon;
 - b) Answer calls, provide relevant information (either by callers or visitors) and direct the telephone calls immediately to the right staff. Respond to routine inquiries and keep record of important calls and visits, including take and relaying messages on any incoming calls to the right staffs.
 - c) Receive, screen, and ensure that all IOM incoming and outgoing mails/faxes is delivered in a timely manner.
 - d) Maintain and keep updated records of telephone numbers of UN agencies, government offices, embassies, NGOs, and other parties who have close relations with the IOM.
 - e) Update the phone directory of IOM Mozambique.
 - f) Maintain the reception area and boardroom (meeting room) cleaned and tidy.
 - g) Responsible for boardroom (meeting room) bookings and arrangement.
 - h) Report to the Security and management immediately if s/he receives a threat or unwanted call or visit.
 - i) Recognize vendors, fellows, IOM beneficiaries and relevant technician as visitors.
 - j) Distribute IOM Maputo mailbox to the relevant colleagues.
2. Act as focal point of UN ID Card request process for all staff member, coordinate with UNDSS focal point, ensure that all staff members have valid UN ID Card and maintain the updated and accurate tracking sheet of UN ID Card sheet for monthly report to RMO.
3. Administer payment for monthly office running bills including but not limited to telephone bills, newspaper, drinking water, shipment bills (DHL), refreshment for meetings, stationery, and pest control.
4. Maintain effective filing system related to the tasks.

5. Perform any other duties as may be assigned.

Education

- Bachelor's degree in business/Office Administration, Public Relation, Management, or Secretarial, from accredited academic institution, with at least one year of relevant work experience, or
- Completed high school degree from accredited academic institution, with three years of relevant work experience.

Experience

- Has experience as Front Desk/Receptionist and/or other related experience in /Secretary/Telephone Operator.
- Has previous experience with administrative and clerical procedures.
- Has previous working experience in international organizations, UN agencies is an advantage.

SKILLS

- Excellent written and verbal communication skills
- Knowledge of customer service principle and practices.
- Customer service oriented, polite, and courteous manner regardless of the situation, can deal calmly with difficult customers or visitors, and can keep calm under pressure.
- Competency in MS applications (MS word, excel, outlook) and relevant software applications, including the ability to work with telecommunication systems (telephones, fax machines, switchboards etc).
- Excellent interpersonal skills.
- Has good initiative, attention to detail and able to meet deadlines
- Efficiency and excellent organizational skills
- Has the ability to balance conflicting demands.
- A commitment to and knowledge of the organization and its work
- A smart and neat appearance

- Familiar with IOM working environment is of a distinct advantage

Languages

Fluency in **English** and **Portuguese**.

Required 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: 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.

Core Competencies- behavioural indicators

- 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.

How to apply:

Interested candidates are invited to submit their applications in **ENGLISH**, with:

- a) Cover letter clearly specify suitability and availability date.
- b) Detailed *curriculum vitae*, including skype user ID, phone number, historical salary and minimum three referees (preferably former direct supervisors).

Please submit your application by email to iommzbvacancies@iom.int , indicating your name and the reference code above **[Name, SVN/MZ10/2022/023 - Receptionist/Administrative Assistant]** as subject. The deadline for applications is **12 July 2022**.

Only applicant who meets the above qualification will be considered.

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.

Posting period:

From 28.06.2022 to 12.07.2022