



**OPEN TO INTERNAL AND EXTERNAL CANDIDATE**

Reference No. : **SVN/MZ10/2023/048**

Position Title : **Receptionist/Administrative Assistant**

Duty Station : **Pemba, Mozambique**

Organizational Unit : **Resources Management Unit**

Classification : **General Service, Grade: G-3**

Type of Appointment : **Special Short Term Graded Contract, 6 (six) months with the possibility of extension.**

Report to : **Resources Management Officer**

Estimated Start Date : **As soon as possible**

Closing Date : **19 June 2023**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency 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. For the purpose of this vacancy, the following internal candidates who meet the eligibility criteria are considered as first-tier candidates:

- Internal candidates on regular or fixed-term contracts should meet the minimum time in post requirement of eighteen months or more at the time of the closing of the SVN
- The minimum time in post requirement is six months for such internal candidates who are incumbents of a position being advertised or confirmed for discontinuation.
- Internal candidates on short-term contracts should meet the minimum time in post requirement of six months or more at the time of the closing of the SVN.

In addition, all applicants should meet eligibility requirements for languages, education and work experience requirements stipulated in the SVN.

***Context:***

The International Organization for Migration (IOM), the UN Migration Agency is a dynamic and growing inter-governmental organization, with 172 member states. IOM is committed to the principle that “humane and orderly migration benefits migrants and society”. Established in 1951 and now active in over 440 field locations worldwide, IOM works with partners, government and civil society to promote international cooperation to address operational

challenges of migration and mobility, assist in the search for practical solutions to migration problems, and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. IOM addresses the migratory phenomenon from an integral and holistic perspective, including links to development, in order to maximize its benefits and minimize its negative effects.

Under the supervision of Resources Management Officer and Head of Sub Office in Pemba, the incumbent performs the Front Desk and other Administrative tasks for IOM Mission Mozambique in Pemba.

### ***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 technicians as visitors.
2. Administer payment for monthly office running bills including but not limited to telephone bills, newspaper, drinking water, shipment bills (DHL), refreshment for meetings, stationary, pest control etc.
3. Act as a focal point to receive, circulate and record Purchase Request Forms (PRF) from the field offices for Finance verifications and Management approvals.
4. Be the person in charge for managing the office stationeries, keeping a stock record and coordinating with Procurement/Logistic Unit for replenishment every third week of the month.
5. Assist the Manager in coordinating and monitoring the office supports for keeping office clean and tidy.
6. Maintain effective filing system related to the tasks.
7. Provide assistance on staff travel.
8. Perform any other duties as may be assigned.

## ***Required Qualifications and Experience***

### **Education**

- Bachelor 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 or other related experience in Administration/Receptionist/Secretary/Telephone Operator.
- Previous working experience in an international organization and familiarity with the IOM/UN common system or similar systems is an advantage.

### **Skills**

- Must have excellent communication skills (verbal, written), especially in English.
- Knowledge of customer service principle and practices.
- Customer service oriented, polite and courteous manner regardless of the situation, has the ability to deal calmly with difficult customers or visitors, and has the ability to keep calm under pressure.
- Basic IT or computer skills and relevant software applications, including the ability to work with telecommunication systems (telephones, fax machines, switchboards etc).
- Excellent interpersonal skills.
- Attention to Detail.
- Efficiency and excellent organizational skills
- Has the ability to balance conflicting demands.
- Familiar with IOM working environment is of a distinct advantage.
- A commitment to and knowledge of the organization and its work
- A smart and neat appearance
- Able to meet deadlines.
- Work with minimum direct supervision and work under own initiative

### **Languages**

Fluency in **English** and **Portuguese** both written and spoken is required. Local languages of Cabo Delgado province.

## ***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: 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

- 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.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of Education certificate and security clearances.

***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 historical salary, skype user ID, phone number and minimum three referees (preferably former direct supervisors).

Please submit your application by email to [iommzbvacancies@iom.int](mailto:iommzbvacancies@iom.int), indicating your name and the reference code above **[Name, SVN/MZ10/2023/048 – Receptionist/Administrative Assistant]** s subject. The deadline for applications is **19 June 2023**.

***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 05.06.2023 to 19.06.2023