



International Organization for Migration (IOM)

The UN Migration Agency

SVN-2023-064

Fully on-site position

Position Title : **Project Assistant, Communications G4 - Unit RSC (4 positions)**

Duty Station : **SAN JOSE, Costa Rica**

Classification : **G-4**

Type of Appointment : **Special Short Term, 6 months**

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

Closing Date : **May 8th, 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.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

Organizational Context and Scope

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight, and guidance to IOM's global support to all resettlement programs.

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Project Officer, Communications and direct supervision of the Project Focal Point, Communications, the successful candidate will be based in SAN JOSE, COSTA RICA and will have the following duties and responsibilities:

1. Assist with communications activities in an assigned area or areas, such as such as case consultation, the information center and/or public affairs.
2. Assist in providing efficient and effective case consultation services for individuals who appear in-person at RSC LATAM, by providing efficient, effective, accurate, clear and courteous information to individuals during case consultation.
3. Provide information to individuals through the RSC LATAM information center, ensuring that all communication undertaken by phone, email, through website(s) and other technological means and, if relevant, in person, is efficient, effective, accurate, clear and courteous. Assist in verifying that the information provided by the RSC LATAM information center is up to date, relevant and accessible to all persons, including to at-risk individuals, and that the staff members providing the information are adequately trained.
4. In close coordination with supervisors, as requested, assist with activities related to public affairs, including, as assigned, assisting with producing and distributing materials for individuals served by RSC LATAM, RSC management, IOM, partners and donors, including print, audio, visual and online materials.
5. Update START as needed with communications-related content.
6. Undertake quality checks (QC) of communications-related data in START and other communications tools such as email systems as directed by Communications team members or supervisors. Proactively bring to the attention of supervisors communications-related backlogs or other issues.
7. Provide regular reports on the work being accomplished to the Project Focal Point, Communications, and/or supervisors and team members.
8. Undertake duty travel as needed to participate in meetings or training.

9. Demonstrate an in-depth understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial, and unbiased during all interactions with applicants and colleagues.
10. Maintain the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert the Project Focal Point or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
11. Perform such other duties as may be assigned.

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioural competencies:

EDUCATION

- Completed secondary education required.
- Four years of working experience with secondary education.
- Two years of working experience with Bachelor's degree

Experience

- Experience in IOM administrative and financial management, budget monitoring, cash management and internal control procedures.
- Experience in the usage of office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and data analysis; and,
- Experience supervising the development and implementation of administrative control procedures.

Skills

- Excellent computer skills - Word, Excel, and Internet
- Strong interpersonal and communication skills

Languages

Fluency in English and Spanish (oral and written) is required.

Salary

792,461.54

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three 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 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.

How to apply:

The candidate should send his/her application **through the following Microsoft Form:** <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2023-064**
- **Position Title: Project Assistant, Communications**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G4**
- **Unit: RSC**

Candidates must submit their offer by **May 8th, 2024**. No applications will be considered after this date.

Any application not presented using the Microsoft Form, will not be taken into consideration.

In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.