



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

VACANCY NOTICE

SVN2010/07(RSA)

Position title:	Operations Assistant
Post of duty:	International Organization for Migration (IOM), Regional Office for Southern Africa (based in Pretoria, South Africa)
Classification:	Special All Inclusive Contract (SST)
Start date:	ASAP

General functions

General Functions:

Under the overall Supervision of the Operations Officer and direct supervision Movement Supervisor in the Pretoria office, the incumbent will be responsible for USRP and Canada bound movements performing the work of the operations assistant.

In particular his/her responsibilities will be:

1. Receive travel packets and requests slots from IOM New York monitor entries in SIMA at all stages of pre-flight processing and coordinate with SIMA super users as necessary.
2. Makes block and domestic bookings in Amadeus for USRP caseload and assign pro flights, generate and timely distribute Advanced booking notifications, Transit Visa Waiver requests, Additional and deletions to the proflight.
3. Communicate with the airlines on pro flight related issues, name lists, booking details, domestic bookings, additions, deletions, refunds, etc.
4. Assists the Supervisor in preparing USRP statistical reports and movement plans to be submitted to IOM Nairobi, every beginning of the week.
5. Receive travel documents and warrants from the Canadian Embassy and make booking in Amadeus and prepare bookings to final destination and send ABNs accordingly.
6. Receive medical bills from both the US and Canadian panel doctors, enter in the medical data base and prepare payment requests in a timely manner. For Canadian medical consolidate all the costs; consultation, laboratory costs and X-ray fees reconcile and include the actual costs in the warrants.
7. Monitor timely pro flight updates in MIMOSA.
8. For movements handled, create entries in IGATOR and follow up ticket refunds in IGATOR and with airlines as necessary and in a timely manner, while ensuring that the TORs are marked used prior to submitting for payments.

9. Ensure the file contains all relevant documentation, copies of travel documents and movement request, flight bookings, ticket request, copy of ticket, ABN, departure confirmation and cost report and that the relevant information is also in the system.
10. Ensure timely preparation of Promissory Notes and Canadian warrants including the signatures of the beneficiaries.
11. Communicate and coordinate with regional mission or other if IOM has no presence in the country about departure schedules and other formalities.
12. Ensure timely preparation of IOM travel bags for US and Canada bound refugees.
13. Monitor shipment of travel documents to other IOM missions in the region.
14. Keep an updated proflight file and ensure that all necessary documents are included in the file and prepare weekly DNS/NRS for FDS.
15. Ensure timely closure of files, copies of all relevant documents i.e. movement request, tickets, cost reports and departure confirmation are in the file and only then handed over to the supervisor for verification and final settlements to airlines accounts team.
16. Coordinates and liaise with other IOM offices on the reconciliation of monthly departures/ statistics.
17. Assist with Staff travel.
18. Performs other duties as maybe assigned

DESIRABLE QUALIFICATIONS:

- ❖ Higher Diploma in Logistics, Management or Travel Operations
- ❖ At least four years airlines/travel agency experience
- ❖ Strong practical computer skills, including Excel spreadsheet and Access database
- ❖ Experience of work with on-line applications. Proficiency in AMADEUS or other
- ❖ Airlines Computer Reservations System.
- ❖ Competency Requirements: ability to read, understand and apply written
- ❖ Instructions and guidelines; interpret instructions and resolve work related problems;
- ❖ Detect input/output errors; perform basic arithmetical calculations.
- ❖ IOM Functional Competencies – Effective communicator, Successful Negotiator,
- ❖ Creative Analytical Thinker, Active Learner, Strong Work Ethics, Team Player and Cross Cultural Facilitator

METHOD OF APPLICATION:

If you believe to be qualified for this position please send your detailed CV to pretoria cvs@iom.int or fax to 012-342 0932 (HR Department). Please quote **reference SVN2010/07(RSA)_Operations Assistant.**

Applicants must be citizens of South Africa or holders of Permanent Residence Permit for South Africa

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

CLOSING DATE FOR APPLICATIONS: 1 August 2010