



International Organization for Migration (IOM)
The UN Migration Agency

Annex 3: VN NL10-2019-05

Open to Internal and External Candidates

Position Title : **Visa Support Assistant**
Duty Station : **The Hague, IOM The Netherlands**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **9 October 2019**

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.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

In support of the Embassy and Consulate of the Republic of Korea (ROK) in Berlin, Germany, IOM will be providing administrative visa-related services among Visa Application Centres in Europe, aimed at making the visa application process more timely and convenient.

Under the operational supervision of the KVAC Team Leader in Berlin, Germany, the Incumbent will provide administrative support for day-to-day operations of the KVAC operated by IOM.

Core Functions / Responsibilities

1. Provide dignified, service excellence to visa applicants in strict compliance with the requirements and service standards of the Government of ROK.
2. Verify the identity of visa applicants and delegates in strict compliance with the required procedures of the Government of ROK.
3. Provide visa applicants with accurate and timely information to include distribution of relevant forms and checklists; provision of information in the local language to visa applicants and delegates in person, as well as via phone and email and offer

and assist with value added services, as requested.

4. Assist in collecting visa applications and sorting the required documentation. Ensure the completeness and correctness of visa application forms, conduct completeness check of supporting documentation and sort documents according to the relevant checklists while guiding applicants with how to acquire any missing documents.
5. Input accurate visa application data into the IOM case management system and the ROK visa portal. Generate receipts and invoices, carefully track passports and documentation via QR and/or barcode scans and quality check supporting documentation.
6. Verify correct payment of all fees and accurate issuance of invoices. Conduct a daily reconciliation of collected fees and invoices while ensuring secure storage of petty cash, if any.
7. Conduct document verification of the assigned visa application cases and report on the findings, in strict compliance with the requirements and regulations of ROK Government and Embassy.
8. Assist in the preparation and distribution of timely and accurate reports to management. Conduct regular quality checks of collected applications and fees and generate daily reports for received calls, call-backs and missed calls.
9. Manage application and passport logistics in close coordination with the designed courier company, facilitating the secure transfer of visa applications and passports. Ensuring proper sorting and counting of applications and passports and accurate handover and receipt from the designated courier company.
10. Develop and maintain an expertise in use of all ICT solutions, including the IOM case management system, the ROK visa portal, the appointment scheduling system and the passport tracking module.
11. Immediately inform management of any problems or issues related to daily operations, security issues, systems and software issues and beneficiary feedback and make recommendations for improvement.
12. Perform any other related duties that may be assigned by the team leaders or programme management.

Required Qualifications and Experience

Education

- University degree in Business Administration, Client Services, Social Science or a related field from an accredited academic institution, with two years of relevant professional experience.
or
- High School degree with four years of relevant professional experience.

Experience

- Experience in migrant-related programmes OR visa related services;
- Experience in customer service; and,
- Working and living experience in Korea as advantage.

Languages

Fluency in **English** and **Dutch** is required, Korean is an advantage.

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 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.

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

The appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications (IOM Personal History Form (PHF) and motivation letter) via e-mail in English, iomnlrecruitment@iom.int 9 October 2019 (midnight) at the latest, referring to this advertisement, quoting VN NL10-2019-005 – Visa Support Assistant in the subject line.

For an application to be considered valid, IOM only accepts duly completed PHF signed and scanned.

Only shortlisted candidates will be contacted.

Posting period:

From 18.08.2019 to 09.10.2019