

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

The International Organization for Migration is seeking qualified Turkish Nationals and non-Turkish nationals holding a valid residence permit for the following position based in Ankara, Turkey.

Vacancy Notice Number:	SVN#TR/2022/127
Position Title:	Staff Travel Assistant
Duty Station:	Ankara – Turkey
Classification:	6 Months Special Short Term Graded Contract (G5) – with possible extension
Deadline of Applications:	02 June 2022
Number of People to be hired	1
Eligibility:	Internal & External Candidates

Established in 1951, IOM is the leading inter-governmental organization 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. 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.

General Functions:

Under the overall supervision of the Senior Resource Management Officer and the direct supervision of the Senior Administrative Assistant, the incumbent will provide assistance in accomplishing various tasks related to issuance and payment of air tickets and facilitation of visa application of IOM staff undertaking international and domestic official duty travel.

Major Duties and Responsibilities:

1. Make arrangements for all domestic and international travels undertaken by staff members and from other Missions, consultants and other Non-IOM Staff (i.e. refugees, staff dependents).
2. Provide visa assistance to outgoing and incoming official staff members by preparing Note Verbale and other related documents required for visa applications in the absence of the Senior Administrative Assistant.
3. Provide operational and administrative support and assistance in coordinating with government officials and other units within IOM in organizing travel arrangements for government officials, delegation from other countries, and other officials attending conferences and workshops.
4. Liaise with other IOM missions on travel-related issues.
5. Book and request ticket issuance using IOM Global Fare arrangement whenever applicable.
6. Obtain fare approval and appropriate project codes assigned.
7. Prepare/review travel authorization for all staff members and consultants on official duty travel and ensure required signatures in the form are completed.
8. Coordinate the issuance of tickets with the travel agency and airline.
9. Prepare request letter for Travel Tax Exemption Certificate.
10. Facilitate verification of ticket invoice; create Ticket Order Record (TOR) in Integrated Global Airline Ticket Order Record (IGator) for all requested tickets for payment in PRISM Financials.
11. Update Ticket status for created TORs to generate Goods Receipt/ Purchase Order records in (Processes Resources Integrated Systems Management) PRISM.
12. Negotiate yearly and special rates with hotels.

13. Provide assistance in booking hotel accommodation for incoming officials /staff members on duty travel.
14. Prepare request for payments (RFP) for visa fees, airline rebooking fees, tickets purchased from the travel agency and hotel invoices and ensure proper documentations and approvals.
15. Liaise all travel-related payments with Accounts Payable unit.
16. Process and coordinate transfer services for staff on duty travels.
17. Request and monitor refunds for all unused tickets.
18. Create Staff Travel Action Plan to ensure smooth processing of travel requests and within the policies stipulated in the Travel Instructions.
19. Create and maintain regular statistical log and reports on numbers of passengers, air carriers, ticket purchases, etc.
20. Serve as a principal back-up for Common Services Unit when needed.
21. Assist Manila Operations Unit in various operational activities when needed.
22. Perform other functions as may be required.

Required Qualifications:

Education:

- University degree in Tourism or any related field from an accredited academic institution, with three years of relevant professional experience from the travel industry preferably airlines or travel agencies; or
- Completed High School degree from an accredited academic institution, with five years of relevant professional experience.

Experience:

- Experience from travel industry preferably airlines or travel agencies.
- Work experience gained in airlines or travel agencies;
- Working knowledge of the Amadeus computer reservation system;
- High level of computer literacy.
- High level of customer service orientation gained from working in the travel industry;
- Experience in any multicultural organization and or UN system an advantage.
- High level of customer service orientation gained from working in the travel industry;
- Working knowledge of the Amadeus computer reservation system;
- High level of computer literacy.

Languages:

- Fluency in **English** is required.
- Working knowledge of **Spanish or French** is advantageous.

Required Competencies

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

Values

- **Inclusion and respect for diversity:**
Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- **Integrity and transparency:**
Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
 - Delivers on commitments; manages the organization's resources reliably and sustainably.
 - Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- **Professionalism:**
Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
 - Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
 - Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Core Competencies – behavioural indicators *level 1*

- **Teamwork:** Establishes strong relationships with colleagues and partners; relates well to people at all levels.
 - Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
 - Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
 - Coordinates own work with that of the team to meet agreed priorities and deadlines.
- **Delivering Results:**
 - Produces quality results and provides quality services to clients.
 - Meets goals and timelines for delivery of products or services.
 - Shows understanding of own role and responsibilities in relation to expected results.
- **Managing and sharing knowledge:**
 - Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- **Accountability:**
 - Accepts personal responsibility for quality and timeliness of work.
 - Operates in compliance with organizational regulations and rules.
 - Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.
- **Communication:**
 - Presents information using language and sequence of ideas that is easy for recipients to understand.

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, accreditation, any residency or visa requirements, and security clearances.

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.

Please be advised that this is a local position and as such only applications from candidates with a valid residence / working permit residing in Turkey will be considered.

How to Apply:

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to iomtrjobs@iom.int or to IOM Birlik Mahallesi Sehit Kurbanı Akboga Sok. No:24 06610, Çankaya, Ankara Turkey by the end of **02 June 2022**.

Please note that only shortlisted candidates will be contacted.