



International Organization for Migration (IOM)

The UN Migration Agency

SVN-2024-009

Position Title : **Receptionist - Unit RMU (1 position)**

Duty Station : **SAN JOSE, COSTA RICA**

Classification : **G-3**

Type of Appointment : **Special Short Term, 7 months**

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

Closing Date : **April 30th, 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

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.

Under the overall supervision of the Resources Management Officer and direct supervisor of the Procurement Coordinator, the incumbent will be responsible for the following duties:

1. Greet visitors and provide a positive image of IOM and hospitality for visitors, meetings/conferences participants and suppliers.
2. Maintain a visitor's log and ensure they are provided with security access to the building and offices if required.
3. Answer the telephone, screen, refers calls, and take messages, as appropriate, promptly, accurately, professionally and courteously.
4. Receives, directs, and tracks all incoming/outgoing correspondence (emails, courier packages, faxes, etc.) adhering to established procedures in the mission.
5. Maintain an updated compendium of documents for office wide use including but not limited to office holidays, staff phone extensions, and emergency contact numbers.
6. Answer routine questions and provide a variety of information regarding bulletins, brochures, and other project-related materials.
7. Provide logistical assistance to meetings, conferences, events, and workshops including invitations, travel/transport, hotel bookings, meeting materials and equipment.
8. Provide basic office support to different units as required.
9. Perform other related duties as assigned.

Required Qualifications and Experience

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

EDUCATION AND EXPERIENCE

- High School diploma with three years of relevant experience; or,
- Bachelor's degree in Business Administration or related field with one years of relevant professional experience.
- Proficient in Microsoft Office applications e.g. Word, Excel, PowerPoint, E-mail, Outlook;
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi- cultural setting is an advantage.

Skills

- Attention to detail, ability to organize paperwork in a methodical way.
- Discreet, details and clients-oriented, patient and willingness to learn new things.
- Confidentiality:
- Respecting and maintaining the confidentiality of sensitive information.
- Customer Service:
- Strong customer service orientation.
- Ability to handle inquiries and requests with patience and efficiency.

Languages

REQUIRED: External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).For all applicants, fluency in Spanish is required (oral and written).

DESIRABLE: Working knowledge of English.

Salary

638,615.38 colones

Required Competencies

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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 actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

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-2024-009**
- **Position Title: Receptionist**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G3**
- **Unit: RMU**

Candidates must submit their offer by **April 30th, 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>.