

Open to Internal and External Candidates VACANCY NOTICE

Position Title : **Visa Support Associate (Korea Visa Application Center)**
Duty Station : **Berlin, Germany**
Reference Code : **VN-DE1-2023-07**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **One Year Fixed-Term Contract – duration 12 Months, with possibility of extension (40hrs/week)**
Estimated Start Date : **As soon as possible**
Closing Date : **5 July 2023 (Extension)**

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.

SECTION 1

Organizational Context and Scope

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 nine Visa Application Centres in all Europe, aimed at making the visa application process timelier and more convenient.

Under the overall guidance of the Chief of Mission in Germany and the direct 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.

SECTION 2

Core Functions / Responsibilities:

1. Provide **client service excellence** to applicants at all times, in full compliance with the Korean Ministry of Justice regulations and service standards.

2. Assist providing **information to the applicants**: distribution of forms and checklists; provision of accurate and timely replies to applicants' enquiries through phone, email, chat and in person; assistance and guidance with value added services.
3. Assist in **collecting visa applications** and sorting the documents: verification of completeness and correctness of visa application forms; completeness check of the supporting documents also in remote; sorting of the documents with relevant checklist; assistance to applicants if the documents are incomplete.
4. **Input visa application data**: maintain and expert user level with IOM's VAPS application management software, ensure quality check of collected data and generated invoices; accuracy of the tracking of passports and documents with barcode method; scanning and quality check of supporting documents.
5. **Verify visa and service fees**: verify correctness of payment and change against the VAPS application management software; issuance of invoices; daily reconciliation of collected fees and invoices; secure storage of petty cash.
6. Assist in **reporting services**: daily reports generation and quality check of collected applications and fees; daily reports for contact centre (received calls, call-backs, missed calls etc.) assistance to KVAC team leader in quality check.
7. **Delivery and collection** of applications and passports: secure transfer of the visa applications and passports to/from the Korean visa office; sorting and counting of applications and passports; secure return of passports to applicants and delivery to courier.
8. Maintain a **professional appearance**, in uniform and migrant friendly demeanour at all times.
9. Immediately **inform management** of any problems or issues related to daily work, security issues, systems and software issues, complaints and make recommendations for improvement.
10. Perform **any other related duties** that may be assigned by the team leaders or KVAC management.

SECTION 3

Required Qualifications and Experience

EDUCATION

University degree in Business Administration, Client Services, Social Science or a related field from an accredited academic institution; or an equivalent combination of education, training and experience;

Or

Completed University degree from an accredited academic institution, with at least two years of relevant professional experience in the field of migration

EXPERIENCE AND SKILLS

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

SECTION 4

Languages

REQUIRED

Fluency in English and Korean is required.

DESIRABLE

Knowledge of German or another IOM language (French, Spanish) is an advantage.

SECTION 5

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: 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.

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 - Behavioral 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.

SECTION 6

Other

IOM is committed to a diverse and inclusive environment.

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 and verification of residency, visa and authorizations by the concerned Government, where applicable. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19.

This post is subject to local recruitment. Only applicants holding a valid residence and work-permit in Germany will be eligible for consideration.

How to apply -

Interested candidates are invited to submit their applications including a cover letter (not exceeding one page), CV and relevant certificates and references by email at iomdejobs@iom.int.

Please indicate your name, reference code and position title in the email subject.

Due to the large volume of applications, only shortlisted candidates will be contacted.

Posting period:

From 15 June to 5 July 2023 (extended)

Contact:

International Organization for Migration / Germany

Human Resources Team

Christopher Wilson

Email: iomdejobs@iom.int