



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

**OPEN TO INTERNAL AND EXTERNAL CANDIDATES**

Vacancy Notice no:	IOM/022/09
Duty Station:	Nairobi, Kenya
Position title:	Operations Assistant – Global Movements
Classification:	Grade G5/01 (UN Salary Scale for GS staff)
Duration of Appointment:	Six (6) months with possibility of extension

**General functions:**

*Under the overall Supervision of the Head of Operations and direct supervision of the team Supervisor the incumbent will perform routine and specialized operations tasks including but not limited to oversight of daily activities for identified units. In particular, he/she will perform the following duties:*

1. Receive refugees and migrants during reception hours, perform booking interviews as necessary.
2. Make airline bookings for migrants in accordance with the procedures.
3. Verify migrant/documents identity as necessary.
4. Create proflights in MiMOSA and proflight files as assigned by the Senior Operations Assistant.
5. Communicate with the airlines on proflight related issues, name lists, booking details, domestic bookings, additions, deletions, refunds, etc.
6. Communicate with relevant regional missions or other counterparts if IOM is not present in the country about departure schedules and other formalities
7. Follow up for timely assignment of medical and operational escorts to proflights, make escort bookings and communicate the details to those concerned in accordance with the program requirements.
8. Ensure timely proflight updates in MiMOSA.
9. Create entries in IGATOR and follow up ticket refunds in IGATOR and with airlines as necessary.
10. Generate and timely distribute Advance Booking Notifications, Transit Visa Waiver Requests, Additions and Deletions to the proflight.
11. Ensure timely preparation and signature of loan documents as applicable.
12. Keep all proflight related correspondence with airlines receiving missions and other related parties.
13. Keep updated proflight file, ensuring that all necessary documents are included in the file. Ensure timely closure of files and handover to airlines accounts team.
14. Ensure timely preparation of IOM travel bags by respective data processing staff.
15. Perform other duties as maybe assigned.

**Qualifications:**

1. IATA Standard diploma from a well-established institution
2. Experience of at least four years in an airline or busy travel agency carrying out similar tasks.
3. Strong practical computer skills, including Excel spreadsheet and Access database and experience of work with on-line applications.
4. Proficiency in AMADEUS or other airlines Computer Reservations System.
5. Accuracy in handling and reporting data.
6. Required IOM functional competencies: effective communicator, successful negotiator, creative and analytical thinker, active learner, team player, and cross cultural facilitator.
7. 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.
8. Mature individual and able to work on overtime, when requested and independently.
9. Previous working experience with NGOs or international organizations, is an added advantage
10. Fluency in both written and spoken English and Kiswahili

**Mode of Application:** Submit Cover Letter and CV including daytime telephone and email address to:  
**International Organization for Migration (IOM), Human Resources Department, PO Box 55040-00200  
Nairobi or send by email to [hrnairobi@iom.int](mailto:hrnairobi@iom.int)**

Closing Date: 24<sup>th</sup> April 2009