

Call for Applications for Consultancy IOM Romania

I. INFORMATION ON THE ASSIGNMENT

Title of Assignment	Call Center Operator – Four (4) positions
Location	Romania, Bucharest
Duration	3 months (6 hours/day)
Type of Appointment	Consultancy Contract (Category B)
Start date	October 2023

II. ORGANIZATIONAL CONTEXT AND SCOPE

Established in 1951, the International Organization for Migration 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.

III. RESPONSIBILITIES AND ACCOUNTABILITIES

1. Nature of the Consultancy

The Consultant(s) will be responsible for undertaking call center operations activities in the **Call Center for Ukrainians** established in partnership with the Government of Romania and the United Nations (UN) Agencies in Romania (IOM, UNHCR, UNICEF, and WHO). The selected Consultants will carry out the activities following the IOM rules, procedures, and regulations.

The Consultants will be responsible for:

1. Take calls from customers and provide accurate, official, and quality answers at all times.
2. Complete call notes (tickets) and accurately describe the conversation.
3. Submit timely and clean data to the Call Center Coordinator for analysis, using the formats provided.
4. Report to the Call Center Coordinator on any challenges for follow-up.
5. Always be polite and respectful to the callers.
6. Follow-up with the customer's issue on daily basis until it is resolved and inform customer accordingly. Report to the supervisor when the issue is resolved for up-date.
7. Ensure all the pending reference number issues are forwarded to supervisor prior to taking leave or during the weekly off.
8. Demonstrate flexibility for shift adjustments and for taking feedbacks from the Call Center Coordinator.
9. Attend meetings, keep up to date with the information provided by the Call Center Coordinator.
10. Support coordination with government entities, embassies, implementing partners, UN agencies, and other stakeholders in the Call Center project.

11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the coordinator or management of any issues arising during the activity.
12. Perform such other duties as may be assigned.

2. Tangible and measurable outputs of work assignment

Selected Consultants will be coordinated by Call Center Coordinator.

3. Performance indicators for the evaluation of results

- Timely response to queries/ complaints.
- Maintenance of proper documentation of all activities carried out.
- Ability to track and escalate issues where required.

IV. DESIRABLE QUALIFICATIONS AND EXPERIENCE

Education:

- High school degree and at least two (2) years of work experience.
- Prior Call Center experience is an advantage.

Professional experience and other requirements:

- Strong interpersonal and communication skills.
- Excellent organizational skills and be detail oriented.
- Ability to work independently and as part of a team.
- Good computer skills – Microsoft Word, Excel and Internet.
- Calm and patient temperament.
- Ability to work under pressure.
- Quick learner.
- Positive attitude and adaptability.
- Comfortable while talking over the phone.

V. LANGUAGES

- Fluency in **English** and/or **Romanian** is required.
- Fluency in **Ukrainian** language is mandatory, where additional fluency in Russian language is an advantage.

VI. TRAVEL REQUIRED

Upon request, the Consultant may be required to travel within the country.

VII. 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

- **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.

How to apply:

Interested candidates are invited to submit their applications including:

- A short cover letter in English language.
- The CV/resume in English or Romanian language.

Applications will be submitted by email at bucharestapplication@iom.int by **26 September 2023 at 23:59 pm** (Bucharest time) referring to **Call for applications – CON 2023-02**.

For an application to be considered valid, IOM only accepts applications duly completed. Only shortlisted candidates will be contacted. Appointment will be subject to certification that the candidate(s) is medically fit for the position.

Posting period: From 19 September 2023 to 26 September 2023