



IOM International Organization for Migration

Call for Application: CFA2017/MN/01

Open to Internal and External Candidates

Position Title : **Project and Finance/Admin Assistant**
Duty Station : **Podgorica, Montenegro**
Classification : **Ungraded**
Type of Appointment : **Special Short Term with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **October 18, 2017**

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.

Context:

Under the overall supervision of the Head of Office and the direct supervision of the **CVAC (Canada Visa Application Centre) Supervisor/Resource Management Assistant**, the successful candidate will be responsible for providing effective and efficient support to the CVAC operations as well as for providing overall administrative and finance support for the IOM Podgorica office.

Core Functions / Responsibilities:

CVAC Podgorica

1. Provide client service excellence to applicants at all times, in full compliance with the Immigration, Refugees and Citizenship Canada (IRCC) Statement of Work (SOW) and the IRCC Service Standards.
2. Assist in the provision of client information: distribution of application forms, information sheets and checklists regarding visa requirements; assist with telephone, fax, e-mail inquiries from clients (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services including but not limited to Self-Service and Assisted Data Entry services. Informing clients of any changes to visa requirements or submission procedures.
3. Assist in the collection and forwarding of complete applications as per IRCC checklists, including biometrics collection: provide guidance to clients on the proper completion of application forms, while reviewing and collecting same applications along with any

supporting / additional documents, as required; record, dispatch and follow up on applications and passports; arrange appointments for visa applicants who require interview, as required.

4. Collection of Fees: Where required, collect the applicable Canadian visa fee(s) and IOM service fee(s); issue accurate receipts; daily reconciliation of receipts and reporting same; Safe keeping of all applications, supporting documentation and fees collected and responsible for CVAC office keys;
5. Encode and maintain accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily; assist in maintaining updated information in the CVAC software platform;
6. Assist in collecting processed applications; returning processed applications, passports and supporting documentation;
7. Reporting:
8. Maintain a professional appearance and migrant friendly demeanour at all times;
9. Develop and maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and IRCC staff locally.
10. Inform supervisor on problems or issues encountered and regularly make suggestions on how to improve efficiency and client service.

Finance & Administration

11. Preparation and/or process/check administrative requests/documents (e.g. requisitions, travel requests, contracts, expenditure authorizations etc.);
12. Assist in calculate the travel advances/settlement of TAs and travel expenses in line with the latest IOM travel rules and regulations. Ensure proper supporting documentation is enclosed.
13. Assist in ensuring that IOM financial regulations are correctly applied to all financial transactions of the Mission;
14. Assist in checking payment requests and ensure relevant and timely processed payments to suppliers and staff members;
15. Process treasury transactions for IOM Montenegro Mission as per role assigned in PRISM FI in accordance with the IOM's practices and rules and Procurement Manual and ensure that supporting documents are organised, well documented and accurate;
16. Act as Cash Custodian of the Mission. Ensure proper processing and safeguarding of cash payments.
17. Perform daily cash count and issue cash certificates including surprise cash certificate to ensure reconciliation of the Mission petty cash with PRISM;
18. Assist in monitoring of daily cash requirements and ensure availability of cash funds for smooth operational activities;
19. Report for unusual activities, transactions or unusual tendencies;
20. Assist in the closing of monthly accounts;
21. Assist in the drafting of financial reports, statistical reports and other reports as required;
22. Maintain an accurate filing system of the Mission's financial documentation in order the files are updated, complete and safeguarded.
23. Maintain records of TAs, outgoing mail, Purchase Requisition, Contracts, Donor Agreements and Annexes (including no-cost extensions to the Contracts), Vacancy Notice, various project files and ensure that all necessary documents are filed and other;
24. Perform any other duties as may be identified and assigned.

Required Qualifications and Experience

Education

- University degree in Economics, Business Administration, Social Sciences or a related field from an accredited academic institution, with two years of relevant professional experience, preferably in administrative support or similar roles; or
- Completed High School degree from an accredited academic institution, with four years of relevant professional experience.

Experience

- Experience in visa processing and documentation is an advantage.
- Experience in financial analysis, reporting and documentation is an advantage.
- Knowledge of SAP, other finance/accounting software is an advantage and Microsoft office required.
- Work experience in an international organization, UN Agency or diplomatic missions an advantage;
- Excellent computer skills, especially in MS Office.

Languages

Fluency in **English** and **Montenegrin language** is required.

Required Competencies

Behavioural

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM.

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 and verification of residency, visa and authorizations by the concerned Government, where applicable.

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.

How to apply:

The Vacancy is open for internal and external candidates that have the legal right to reside and work in Montenegro.

We invite all interested candidates to submit their applications as soon as possible by sending CV in English language and motivation letter, not more than one page, via email to iompodgorica@iom.int quoting this respective *Call for Application number CFA2017/MN/01* in the subject line not later than 18 October 2017.

Only shortlisted candidates will be contacted.

The appointment 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.

Posting period:

From 04.10.2017 to 18.10.2017