



VACANCY

SECTION 1

Position Information

Position Title	Korea Visa Application Center (KVAC) Visa Support Assistant
Position Grade	General service staff (French labor law contract)
Duty Station	Paris, France
Position Number	-
Job Family	Administration, Budget, Human Resources, etc.
Organizational Unit	-
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	29 April 2019
Reports directly to	KVAC Deputy Team Leader
Number of Direct Reports	0
Estimated Starting Date:	22 May 2023
Type of contract:	One year fixed term contract with possibility of extension
Closing Date:	14 May 2023

SECTION 2

Organizational Context and Scope

In support of the Embassy of the Republic of Korea (ROK) in Berlin, Germany, IOM provides administrative visa-related services among Visa Application Centres in Europe, aimed at making the visa application process more timely and convenient.

Under the direct supervision of the KVAC Deputy Team Leader in Paris, and the overall 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 3

Responsibilities and Accountabilities

1. Provide dignified, service excellence to visa applicants in strict compliance with the requirements and service standards of the Government of ROK.
2. Verify the identity of visa applicants and delegates in strict compliance with the required procedures of the Government of ROK.
3. Provide visa applicants with accurate and timely information to include distribution of relevant forms and checklists; provision of information in the local language to visa applicants and delegates in person, as well as via phone and email and offer and assist with value added services, as requested.
4. Assist in collecting visa applications and sorting the required documentation. Ensure the completeness and correctness of visa application forms, conduct completeness check of supporting documentation and sort documents according to the relevant checklists while guiding applicants with how to acquire any missing documents.
5. Input accurate visa application data into the IOM case management system and the ROK visa portal. Generate receipts and invoices, carefully track passports and documentation via QR and/or barcode scans and quality check supporting documentation.
6. Verify correct payment of all fees and accurate issuance of invoices. Conduct a daily reconciliation of collected fees and invoices while ensuring secure storage of petty cash, if any.
7. Conduct document verification of the assigned visa application cases and report on the findings, in strict compliance with the requirements and regulations of ROK Government and Embassy.
8. Assist in the preparation and distribution of timely and accurate reports to management. Conduct regular quality checks of collected applications and fees and generate daily reports for received calls, call-backs and missed calls.
9. Manage application and passport logistics in close coordination with the designed courier company, facilitating the secure transfer of visa applications and passports. Ensuring proper sorting and counting of applications and passports and accurate handover and receipt from the designated courier company.
10. Develop and maintain an expertise in use of all ICT solutions, including the IOM case management system, the ROK visa portal, the appointment scheduling system and the passport tracking module.
11. Immediately inform management of any problems or issues related to daily operations,

security issues, systems and software issues and beneficiary feedback and make recommendations for improvement.

12. Perform any other related duties that may be assigned by the team leaders or programme management.

SECTION 4

Required Qualifications and Experience

EDUCATION

- University degree in Business Administration, Client Services, Social Science or a related field from an accredited academic institution and two years of relevant professional experience; or,
- High school degree with four years of relevant professional experience.

EXPERIENCE

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

SKILLS

- Excellent communication skills
- Ability to work in a diverse team
- Excellent organizational skills and time management
- Excellent customer service skills

SECTION 5

Languages

REQUIRED

For all applicants, fluency in French, English, and Korean is required (oral and written).

DESIRABLE

Any other UN language

SECTION 6

Competencies¹

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.

SECTION 7

Signatures

1 st Level Supervisor	Date
	Click here to enter a date.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

2 nd Level Supervisor	Date
	Click here to enter a date.

SECTION 8

Other:

The 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.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for France will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their applications – Resume and Cover Letter to iomparis@iom.int by 14 May 2023 midnight at the latest, referring to this advertisement. The subject line must contain the reference KVAC.

In order for an application to be considered valid, IOM only accepts applications duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 25.04.2023 until 14.05.2023