



Vacancy Notice AT2024/02

Open to Internal and External Candidates

Position Title : **Visa Support Assistant – Korea Visa Application Center**
Duty Station : **IOM Country Office for Austria, Vienna**
Classification : **General Service Staff, Grade G4 (100%, full-time)**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **07 April, 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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

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 Head of Office in Austria 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.

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.

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 at least four years of relevant professional experience in the field of migration

Experience

- Experience in migrant-related programs OR visa related services would be a distinct advantage;
- Experience in customer service;

- Working and living experience in Korea would be an advantage.

Skills

- Excellent communication skills
- Excellent time management
- Excellent organizational skills

Languages

For this position, fluency in **English** and **Korean** is required (oral and written).

At least B-level of German is required.

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

Required 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.
- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

IOM's competency framework can be found at this [link](#).

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. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of vaccination against COVID-19.

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

How to apply

Interested candidates are invited to submit their applications to iomviennacohr@iom.int by **07 April 2024 23:59** (CET - Vienna time), referring to this advertisement referring, using the subject line “*Family Name* – application VN AT2024/02” and including the following documents:

- a) CV or Personal History Form
- b) Cover Letter
- c) Questionnaire on Mandatory Requirements (Page 5)

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

IOM reserves the right to contact shortlisted candidates only.

Posting period:

From 21.03.2024 to 07.04.2024



Questionnaire on Mandatory Requirements for Local Recruitment in Vienna, Austria

VN AT2024/02 Visa Support Assistant – Korea Visa Application Center

Education

Tick as appropriate depending on what you have:

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 at least four years of relevant professional experience in the field of migration

yes ☐ no ☐

Language

English (fluency) yes ☐ no ☐

Korean (fluency) yes ☐ no ☐

German (B-Level) yes ☐ no ☐

Professional Work Experience

Experience in migrant-related programs OR visa related services yes ☐ no ☐

Experience in customer service yes ☐ no ☐

Excellent communication skills yes ☐ no ☐

Excellent time management yes ☐ no ☐

Excellent organizational skills yes ☐ no ☐

Other

Are you currently holding a valid residence and work permit for Austria? yes ☐ no ☐
(EU nationals, please mark 'yes'; non-EU nationals, please mark as appropriate)

Date of birth:

Citizenship:

Date:

Name:

Signature: