



The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

EMPLOYMENT OPPORTUNITY

CALL CENTRE ASSISTANT MOGADISHU

About the Job

The Call Centre Assistant contributes to the implementation of the ICRC beneficiary feedback system by receiving calls from beneficiaries seeking information on specific projects or general ICRC operations. He/she supports in beneficiaries' verification, assists during temporary implementations of verification assessments, and provides general administrative support to the Call Centre.

This is a Grade B1, National/Resident position based in Mogadishu, Somalia.

Duties and Responsibilities

- Manages the beneficiaries' feedback system by receiving calls, recording call details, categorizing information and providing feedback to beneficiaries in a timely manner
- Records the information and opens a ticket in the Services and Task Management platform (STM) to initiate follow-up from the supervisor
- Provides feedback to beneficiaries as per the information requested
- Contacts beneficiaries to verify registration information and receipt of assistance
- Compiles monitoring data collected from beneficiaries in specific databases and spreadsheets
- Prepares and submits regular reports to the supervisor informing of the progress, observations, highlights challenges and gives recommendations
- Provides general administrative support to the Mogadishu Call Centre operation

Minimum qualifications and required competencies

- Diploma in Business Administration, Social Sciences, Community Development or relevant field
- Minimum of 2 years' work experience in a similar field of activity within a busy environment
- Excellent analytical, organizational and planning skills
- Good interpersonal and communication skills
- Ability to work independently and/or within a team
- Strict adherence to reporting deadlines
- Very good knowledge of spoken and written English;
- Very good knowledge of spoken, written **Somali** language and **Af-Maay** dialect
- Proficiency in MS Office Suite
- Possessing a strong degree of honesty and integrity, and a solid sense of ethics including the ability to appropriately handle confidential information.

We Offer

- A challenging opportunity within a dynamic international humanitarian environment
- Training and development opportunities
- A competitive salary with benefits, based on the ICRC Compensation and Benefits framework

How to apply

Apply by sending your cover letter and CV addressed to the **Human Resources Manager, ICRC Somalia Delegation**, on the email address sokrecruitment@icrc.org. Your cover letter *must* indicate your current salary and your expected salary range. The closing date is **27th November 2018**. Please indicate the position title in the subject line of your email message.

NOTE THAT ONLY EMAILED APPLICATIONS WILL BE CONSIDERED.

Please note that only short-listed candidates will be contacted and canvassing will lead to automatic disqualification. Any enquiries about the position should be addressed to sokrecruitment@icrc.org.