



ICRC

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 **COMMUNITY CONTACT CENTRE SUPERVISOR** **MOGADISHU**

About the Job

The Senior Operator for Community Contact Centre contributes to the implementation of ICRC beneficiary feedback system and is responsible for the activities and monitoring performance of the ICRC's Community Contact Centre in Somalia.

This is a resident/national position based in Mogadishu, Somalia.

Duties and Responsibilities

- Oversees the day-to-day activities of the Community Contact Centre (CCC) ensuring the application of the Standard Operating Procedures (SOP).
- Leads the Community Contact Centre (CCC) team in the maintenance of feedback line systems, including tools, databases as well as the continuous **provision** of information from beneficiaries.
- Ensures that timely and appropriate feedback is provided to callers by the operators in the Community Contact Centre.
- Liaises with the ICT department concerning technological requirements and improvements to the Contact Centre
- Supervises and coaches the Community Contact Centre team on all monitoring issues related to verification and post-distribution monitoring activities (Reports, databases, and training of daily worker assistants)
- Ensures successful implementation and delivery of verification assignments, and accurate and timely flow of information within the department.
- Supports the team in documenting good practices and lessons learnt for organizational learning and improvement of the Call Centre and Community Contact Centre.
- Maintains a regular flow of operational updates to Community Contact Centre Operators through frequent briefing sessions.
- Tracks progress of feedback management system through dashboard and provides regular updates to the Line Manager
- Ensures accurate circulation of information between affected people and concerned departments.
- Ensures coherence of all data collected and provides recommendations following proper analysis.
- Produces regular reports on Community Contact Centre activities.
- Compiles, and analyses data to produce weekly complaints and feedback reports.
- Proposes improvements to the Contact Centre and, within the Accountability to Affected Population framework, reflects on ways to improve the accessibility of the ICRC to Affected People in Somalia.

Minimum qualifications and required competencies

- Bachelor's degree in communication, social sciences, or related fields
- 4 years' experience in a similar field of activity
- Comprehensive knowledge of and exposure to a wide range of humanitarian assistance and emergency relief
- Proven experience and skills in data collection and analysis
- Good negotiation and communication skills
- Team management, coaching and team motivation skills
- Fluency in written and spoken English and Somali languages
- Computer proficiency especially in MS office suite
- Flexibility and willingness to travel extensively in Somalia
- Excellent knowledge of political, social, economic and cultural aspects in Somalia

We Offer

- A challenging job opportunity within a dynamic work environment in an international humanitarian organization
- 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 **11th November 2024**. **Clearly indicate the position title Community Contact Centre Supervisor in the subject line of your email message.** Female candidates are encouraged to apply.

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.

Click on the link for information on data protection: [Personal data protection information](#)

The ICRC values diversity and is committed to creating an inclusive working environment.