



International Organization for Migration (IOM)

The UN Migration Agency

International Organization for Migration (IOM) is looking for suitable candidates the position of **Client Care Services (Consultant)** according to the Terms of Reference below. Interested applicants are invited to apply by **13.02.2019** at the latest, referring to the Call for CV ref. code.

Open to Internal and External Candidates

Reference Code: CFCV-01/2019

Position Title: Client Care Services (1 Position)

Duty Station: Kathmandu, Nepal

Estimated Starting Date: As soon as possible

Type of Appointment: Consultant

Duration: 3 months

Context:

IOM Kathmandu is implementing a Call Center for Medical Health Assessment Center (MHAC) and putting in place various client care services initiatives such as: (1) enhancement of website, (2) development of helpful tips, flyers and brochures, (3) improving the client flow, and (4) enhancing clients' experience in MHAC.

Under the overall supervision of Chief of Mission and direct supervision of Resource Management Officer, the consultant will have to ensure the implementation and monitoring of these initiatives.

Roles and Responsibilities:

Oversee the Call Center Operation in close collaboration with MHAC relevant staff

- Follow and disseminate the guidelines provide by operational and technical supervisors.
- Monitor the call Center agents' performance; provide feedback by listening at five calls of each operator.
- Transcript all identified issues and prepare a need assessment for training in coordination with Call Center Manager from Pakistan
- Review and analyze the daily or weekly calls report and recommend any corrective measures if any.
- Perform the tasks of call center agent for the first two weeks and as needed.
- Develop a problem or issue log.
- Recommend enhancement in the current call center office.
- Handover of work to International Migration Health Physician and MHAC Sr. Medical Assistant following completion of work and after ensuring that operation related to client care services is running smoothly.

Other Client Care Service Initiatives in close collaboration with MHAC relevant staff

- In coordination with technical supervisor to follow through completion of website enhancement.
- Ensure that the following are put in place:
 - Helpful tips
 - Flyers and brochures
- Follow on the process flow in MHAC as recommended and log ongoing challenges and report to operational and technical supervisor of weekly basis.
- Perform spot check to ensure implementation of client care services initiatives.
- Attend the taskforce meeting to provide updates on the client care services implementation.
- Provide report and recommendations for further possible improvements to client care services.

Required Qualifications and Experience

Education

- Bachelor's degree, preferably in Client Care Services or relevant education from an accredited academic institution with 3 years' relevant experience.
OR
- Completed High School Degree with 5 years' work experience in related field.

Experience

- Previous experience working with clients
- Experience in handling sensitive information
- Ability to maintain confidentiality

Languages

Fluency in English, Nepali is required.

How to apply:

Interested Candidates are requested to submit their application indicating clearly the position applied, CFCV number and CV with three references to the following address: **Human Resource Department, International Organization for Migration, P.O. Box 25503, Baluwatar, Kathmandu** or email to iomnepaljobs@iom.int by 13 February 201. Only short listed candidates will be called for interview.

Posting period:

From 07.02.2019 to 13.02.2019