



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 endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit www.icrc.org for more information.

Community Contact Centre Operator

Reference Number: 2404003_YAN_Community Contact Center Operator
Salary Grade: B1
Report to: Community Contact Center Supervisor
Duty Station: Yangon with frequent travels & possible relocation to Sub-Delegation(s)
Number of Positions: 1
Application Deadline: 30/5/2024
Start date: As soon as possible

Job purpose

The ICRC is looking for a **Community Contact Center Operator** to be based in its Yangon Delegation with frequent travels to Sub-Delegation(s) and with possible relocation to Sub-Delegation(s). Under the supervision of the Community Contact Center Supervisor, the incumbent will act as the primary point of contact between people who contact ICRC (such as a caller or a visitor), and maintain a good overall understanding of the ICRC's activities and operations in Myanmar, feel a sense of ownership in responding to the queries via calls or via other forms of contact, and be able to distinguish between activities that can be addressed directly and others that will require to be routed to the appropriate departments and/or to the delegation management.

Main responsibilities

- Receives contacts from beneficiaries or non-beneficiaries through primarily calls but not limited to other forms of contacts and ensures the primary point of contact between the caller or the person who contact and the ICRC in any form.
- Collects data on individual cases and provides relevant details for follow up to the relevant departments.
- Distinguishes between activities (calls or any form of contact) that can be addressed directly and others that will require to be routed to the appropriate sections/people.
- Records the details of each contact in CCC tool or other relevant system and ensures that the information received is classified into pre-determined reference categories.
- Compiles, cleans, analyses, and disaggregates data and provides regular reports and updates on the activities.
- Provides recommendations to the CCC supervisor and programs based on the feedback received from the communities.
- Exchanges and coordinates information within the different departments of the ICRC for relevant follow up.
- Conducts quality control by following up on transferred cases to ensure affected people are satisfied with the feedback and/or services and by ensuring a timely response to the queries of callers.
- Implements requests from departments for surveys or verifications.
- Immediately flags to the line manager sensitive complaints or issues involving Code of Conduct violation.
- Is available for field missions to become better acquainted with ICRC operations, follow up on specific cases and thematic, and, on occasion, participate in monitoring activities for ongoing projects.
- Work closely with the CCC Supervisor, providing back-up support wherever needed.
- Implement any other tasks assigned by CCC Supervisor as necessary.

Requirements and experiences

- Professional degree in a relevant discipline or equivalent.
- Minimum 2 years of professional experience in a similar position (or) 2-3 years' experience as a social worker or similar. Experience in call center operation is an asset.
- Experience communicating with vulnerable communities is a plus.
- Ability to adapt to technology and IT tools and use online dashboards for data analysis and prior experience working with technology for humanitarian organization is desirable.
- Must have excellent communication skills (spoken and written):
 - English, Myanmar, Kachin (Spoken Jingpaw)
- Prefer to have one of spoken language(s) used in Kachin & Shan areas such as:
 - Kachin (Lisu), Shan and/or Palaung is an asset.

- Previous ICRC experience is a strong asset.
- Good understanding and knowledge of humanitarian issues and current events in Myanmar.
- Women, disabled people and LGBT Q+ community are strongly encouraged to apply

Your Profile

- Strongly motivated by humanitarian work, and proactive attitude
- Personal commitment, efficiency, flexibility and drive for results
- Effective communication, networking and listening skills
- Ability to work independently and as part of a team as necessary. Autonomous and adaptable, with ability to interact collaboratively in a multidisciplinary and multicultural team
- Ability to pay attention to detail
- People person and genuine sense of empathy
- Excellent writing and summarizing skills, and good knowledge of digital tools
- Robust organizational and prioritization capacities
- Capacity to exercise discretion
- Capacity to work under pressure in an armed conflict affected area and remote environment
- Good understanding of the armed conflict dynamic affecting Kachin (& Shan) Regions, and its humanitarian consequences.

We offer

- Initial training and on-boarding organized
- A 12-month contract extendable
- A competitive compensation package including medical coverage and transportation allowances.
- A training opportunity to develop and strengthen the quality of the services provided to our beneficiaries as well as to support our staff members' professional and personal development.

Interested to join us?

Please submit your application [Motivation letter, Curriculum Vitae (CV) which includes the clear indication of the language proficiency levels, relevant certificates, 3 referees and salary expectation] by email (not exceeding 5MB) to:

yan_hr_recruitment_services@icrc.org

Please indicate the Reference Number **2404003_YAN_Community Contact Center Operator** in the email subject. Please do not forget to mention your language proficiency level clearly on CV, especially for local languages.

Kindly send your application no later than **30/5/2024**. Interviews are expected to take place within 2 weeks after the application closing date. Only shortlisted candidates will be contacted by HR department and invited to tests and interviews.

The ICRC is committed to creating a diverse and inclusive working environment for all its employees. We encourage all qualified candidates to apply, irrespective of ethnicity, race, gender, disability, age, or belief as part of the recruitment policy of the ICRC.

Need further information?

For more information about the position, you are most welcome to contact our Talent Acquisition Team at yan_hr_recruitment_services@icrc.org

For general information about the ICRC, please consult www.icrc.org and <https://www.icrc.org/en/where-we-work/asia-pacific/myanmar>