



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Communication Assistant
Position grade	G5
Duty station	San José, Costa Rica
Position number	20068337
Job family	Operations
Organizational unit	10007937
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Country Office
Position rated on	April 2021
Reports directly to	20055092
Number of Direct Reports	0
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>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.</p> <p>The Western Hemisphere Program funded by the United States Department of State, Bureau of Population, Refugees and Migration (PRM), seeks to improve the capacities of States in Central America, Mexico, and the Caribbean to manage migration in a humane and sustainable manner. The Program has four pillars: migration management, regional dialogue and partnerships, migration crisis management, and communication for development.</p> <p>Under the general supervision of the Deputy Regional Program Coordinator and the direct supervision of the WHP Regional Communication Officer, the Communication Assistant will be responsible for executing the following tasks:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Assist in implementing and monitoring the activities of the Regional Program Communication Unit. 2. Support the development of the digital component of the Communication for Development (C4D) strategy, with emphasis on community management and digital media placement. 3. Implement the promotion and strengthening strategies for MigApp, <i>Maleta Pedagógica</i> and other tools of the Program, through public relations actions, digital marketing, and others. 	

<ol style="list-style-type: none"> 4. Assist in the implementation of communication strategies and actions necessary for the development of the project at a regional and/or national level, as coordinated. 5. Develop communication products for visibility, management, and press monitoring of the Regional Program with its different publics of interest. 6. Develop communication materials, in different formats, aligned with the needs of the project in its different pillars. 7. Identify new actions, tools, and communication alliances in alignment with the Program Regional Communication Strategy. 8. Know and follow the style and brand guidelines of the IOM. 9. To carry out work trips to the localities and/or countries that are beneficiaries of the program to follow up on the actions of the program, as well as to develop or monitor the activities. 10. Other functions assigned by the Communications Officer, in accordance with professional capabilities.
IV. REQUIRED QUALIFICATIONS AND EXPERIENCE
EDUCATION
<ul style="list-style-type: none"> • Highschool diploma with five years of relevant experience. <p>Or</p> <ul style="list-style-type: none"> • Bachelor's degree in Communication, Journalism or related fields from an accredited academic institution with three years of relevant professional experience.
EXPERIENCE
<ul style="list-style-type: none"> • Proven professional experience in communication, advertising, public relations, or journalism • Proven professional experience in digital communication (community management and guidelines). • Proven professional experience in migration and/or human rights, with emphasis on protection and assistance to specific groups in vulnerable conditions. • Theoretical and practical management of the gender, intercultural and human rights approach, communication for development. • Basic knowledge of video editing and audiovisual production.
SKILLS
<ul style="list-style-type: none"> • In-depth knowledge in the fields of social marketing, advertising, and media management • Ability to write, edit, and proofread marketing and promotional contents • Highly skilled at organizing large portfolio of work • Ability to manage multiple tasks simultaneously

<ul style="list-style-type: none"> • Exceptional creativity and innovation skills 	
V. LANGUAGES	
Required <i>(specify the required knowledge)</i>	Desirable
Fluency in English and Spanish (oral and written).	French
VI. COMPETENCIES¹	
The incumbent is expected to demonstrate the following values and competencies:	
Values - all IOM staff members must abide by and demonstrate these three values: <ul style="list-style-type: none"> • <u>Inclusion and respect for diversity</u> respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. • <u>Integrity and transparency</u>: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. • <u>Professionalism</u>: demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges. 	
Core Competencies – behavioural indicators <i>level 3</i> <ul style="list-style-type: none"> • <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results. • <u>Delivering results</u> produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes. • <u>Managing and sharing knowledge</u> continuously seeks to learn, share knowledge, and innovate. • <u>Accountability</u>: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work. • <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way. 	
SIGNATURES:	
1 ST LEVEL SUPERVISOR	DATE
2 ND LEVEL SUPERVISOR	DATE

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.