

# Job Title: Beneficiary Feedback Mechanism (BFM) Helpline Operators SSA4 Damascus VA023-2019

**WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. Selection of staff is made on a competitive basis, and we are committed to promoting diversity and gender balance.**

## POSTING DATES

From 20 March 2019 To 27 March 2019

## CONTRACT TYPE & DURATION

**Type:** Special Service Agreement contract.

**Duration:** Six months.

## ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

## KEY ACCOUNTABILITIES (not all-inclusive)

Within delegated authority, BFM operator will be responsible for the following duties:

- Answer Beneficiaries' questions/inquiries thoroughly by clarifying and providing relevant information; allocate enough time for each call;
- Manage Beneficiaries' requests, feedback and complaints in an effective and efficient manner;
- Assist, support and guide beneficiaries with issues related to WFP programmes;
- Follow up on beneficiary cases with the supervisor to ensure that actions are taken effectively and in a timely manner;
- Participate in regular meetings about BFM and be updated on latest developments in terms of WFP's activities, so that information provided to callers is continuously updated;
- Use the Hotline IT system to record each call details and assign to relevant focal points;
- Collect essential data from callers to ensure all tickets in the database are accurately recorded;
- Support the BFM manager with additional analysis or follow-up;
- Perform other related duties as required.

## Expected Results:

- Maintain high quality of service by dedication, respect, consideration and sensitivity
- Maintain the Hotline database with accurate information
- Handle beneficiaries' complaints and feedback with confidentiality and professionalism.

## Critical Success Factors:

- Excellent communication skills; communicate clearly with patience and discretion both orally and in writing; negotiating skills;

- Good analytical skills; resourcefulness, initiative, sound judgement, tact;
- Positive attitude; Strong inter-personal skills; ability to work in a team, and establish effective working relations with persons of different nationalities and cultural backgrounds

## STANDARD MINIMUM QUALIFICATIONS

**Education:** Completion of secondary school education

**Experience:** At least three years of progressively responsible work experience in Call Center, Customer Services and/or in data collection in the humanitarian or development field. Candidates with direct exposure to affected populations.

**Language:** Fluency in both oral and written communication in English and Arabic. Kurdish language skills are considered an asset.

## KNOWLEDGE & SKILLS

- Training and/or experience utilizing computers, including word processing, excel spreadsheets.
- General knowledge of UN system policies, rules, regulations and procedures governing administration.

## TERMS AND CONDITIONS

- Please upload your professional CV in English in **PDF format** making sure to include the following in terms of "Experience":
  - **Company/Organization name and scope of work of the organization**
  - **Exact Position Title**
  - **Contract type:** *part-time, full-time, volunteer, consultant, or freelancer*
  - **Start and End date of Employment for each position:** *From (dd/mm/yyyy) to (dd/mm/yyyy)*
  - **Responsibilities:** *To mention the main responsibilities that highlight your gained skills and experience*
- A proof of your experience will be required in the final stage of recruitment.
- *Only short-listed candidates, who meet the minimum requirements for the advertised position, shall be contacted.*
- *Candidates must get an auto confirmation email once application is submitted.*

## HOW TO APPLY

***If any of the below links do not work by clicking on it, please copy and paste it in the browser address bar***

### Internal Candidates

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=104403&company=C0000168410P&username=>

**External Candidates**

<https://job-listing.wfp.org/sfcareer/jobreqcareer?jobId=104403&company=C0000168410P&username=>

As WFP is dedicated to the goal of building a diverse and inclusive workplace and committed to have a multicultural environment to foster creativity and productivity,

**Females and Individuals with Special Needs are strongly encouraged to apply.**

*WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status.*

*No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.*