HR ASSISTANT

Location: Qameshli, Syria
Position Status: Full-time
Salary Level: 4
Risk Level: ☐ **Level 3** ☐**Level 2** ☐**Level 1**

(Level 3: Frequent contact with participants, direct contact with children, access to sensitive data, and/or high level of accountability.
Level 2: Some contact with participants; unplanned non-direct contact with children.
Level 1: Likely to have no contact with participants or sensitive data)

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

The Program / Department / Team (Program / Department Summary)

Mercy Corps works in places of transition, where conflict, disaster, political upheaval, or economic collapse present opportunities to build more secure, productive, and just communities. Providing emergency relief in times of crisis, we move quickly to help communities recover and build resilience to future shocks, and promote sustainable change by supporting community-led and market-driven initiatives. Recognizing both the great potential and the complex challenges faced by the Middle East, Since 1989 Mercy Corps has been implementing a range of humanitarian assistance and development programs tailored to the specific needs of the region and of those communities where we work.

The Position (General Position Summary)

The role provides essential HR administrative and operational support, including maintaining employee records, updating HR systems and trackers, managing filing systems, and assisting with recruitment, onboarding, payroll preparation, leave management, and staff exits.

Essential Responsibilities

- Establish and maintain both electronic and physical archiving systems for all HR records, including active and inactive employees, casual labor files, and recruitment documentation, ensuring efficient organization and retrieval.
- Maintain, organize, and regularly update all personnel files, ensuring that any staff changes are accurately reflected in the HR database.
- Support and, under the supervision of the HR Coordinator, lead the recruitment process for casual labor on a regular basis, including the preparation and submission of monthly payments to the Finance Department following required validations.
- Maintain well-organized recruitment files for each completed recruitment process, ensuring proper documentation and archiving.

- Update and maintain HR tracking tools, including performance review tracker, probation tracker, overtime tracker, and contact lists.
- Provide administrative and operational support to HR functions, including filing, scanning, photocopying, and general document management.
- Follow up on staff benefit claims (including overtime and other entitlements) and ensure timely reflection in payroll processing.
- Support the HR team in the preparation and timely delivery of monthly payroll, ensuring all required supporting documents are complete and properly filed.
- Assist in managing the staff exit process, ensuring completion of exit checklists and proper documentation of all leaver files.
- Coordinate with the Finance Department to facilitate timely disbursement of monthly salaries and final exit payments, ensuring clear communication with staff.
- Receive, track, and manage HR-related documents, including obtaining signatures, distribution, and updating records in HR tracking systems.
- Organize national staff orientation sessions, ensuring coordination across departments and consistency in delivery.
- Conduct onboarding for new joiners, ensuring completion of required documentation, policy acknowledgments, contracts, and job descriptions.
- Update the Human Capital Management (HCM) system at the beginning of each month, ensuring accuracy of all active and exited staff data.
- Draft official HR letters including employment confirmations, salary transfers, termination letters, bank account opening letters, regret letters, and experience verification letters for casual laborers and ex-volunteers, subject to Senior HR Officer review.
- Conduct reference checks and support completion of recruitment processes when needed.
- Prepare purchase requests and payment documentation related to HR operational needs.
- Send and follow up on probation and performance review communications for new joiners, ensuring timely completion of review cycles.
- Respond to employee inquiries and escalate matters to the Senior HR Officer when necessary.
- Ensure strict confidentiality of all HR-related information and records.
- Perform any other duties assigned by the line manager or HR management.

SAFEGUARDING RESPONSIBILITIES

- Actively learns about safeguarding and integrates it into their work, including safeguarding risks and mitigations related to their area of work.
- Practices the values of Mercy Corps including respecting the dignity and well-being of participants and fellow team members.
- Encourages openness and communication in their team; encourages team members to submit reports if they have any concerns using reporting mechanisms e.g., Integrity Hotline and other options.

Supervisory Responsibility

NA

Accountability

Reports Directly To: HR Officer.
Works Directly With: MCO SMT, Finance Team, Program teams, operations teams, etc.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualification & Transferable Skills

- University Degree in management, administration or related fields.
- A candidate with a minimum of 1 years of experience in HR or Administration, preferably in a humanitarian context.
- Strong multi-tasking, organizational, prioritization skills are necessary.
- Highly communication skills and flexibility are highly required
- Accuracy and attention to details are necessary.
- Self-motivation and high level of responsibility are necessary
- Proficiency in written and spoken +English and Arabic.
- Proficiency in Microsoft Office applications including Excel and Word.

Success Factors

Success in this role requires strong attention to detail, confidentiality, and reliability, along with excellent organizational and time management skills. The individual should be proactive, adaptable, and able to manage multiple priorities efficiently. Strong communication and interpersonal skills are essential for supporting staff and coordinating with teams, with a service-oriented, accurate, and professional approach that grows in independence over time.

Living Conditions / Environmental Conditions

The position is based in Idlib and it requires up to 20% travel to support area programs, which may include travel to insecure locations where freedom of movement is limited and areas where amenities are limited.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

Team Engagement and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work.

We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the Interagency Misconduct Disclosure Scheme.** We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to Mercy Corps Code of Conduct Policies and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercycorps.org).

الصون و الأخلاق

ميرسي كور تلتزم بضمان المعاملة اللائقة واحترام جميع الأفراد اللذين نتواصل معهم من خلال عملنا, سواء كانوا أعضاء الفريق أو أعضاء المجتمع أو المشاركين في البرامج أو غيرهم. نحن ملتزمون بالمبادئ الرئيسية المتعلقة بمنع الاستغلال والإساءة الجنسية التي وضعها الأمين العام للأمم المتحدة واللجنة الدائمة للتنسيق بين الوكالات الإنسانية (IASC)، وقد وقعنا نظام الإفصاح المتبادل بين الجهات الفاعلة في حالة السلوك الغير اللائق. عند التقديم لهذا الدور، يؤكد المتقدم أنه لم ينتهك في السابق سياسة السلوك الجنسي، والاستغلال والإساءة جنسية، صون الأطفال، أو الاتجار بالبشر لأي جهة عمل. ميرسي كور لن تتسامح مع إساءة معاملة الأطفال أو الاستغلال الجنسي أو الإساءة أو التحرش من قبل أو بسبب أعضاء فريقنا. كجزء من التزامنا تجاه توفير بيئة عمل آمنة وشاملة, من المتوقع أن يتصرف أعضاء الفريق بطريقة مهنية, تحترم القوانين والعادات المحلية. والالتزام بسياسات وقيم مدونة قواعد السلوك الخاصة بمنظمة ميرسي كور في جميع الأوقات. كما يتطلب من جميع أعضاء الفريق إكمال دورات التعليم الإلكتروني الإلزامية لقواعد السلوك عند التوظيف وذلك بشكل سنوي.

كمتقدم للوظيفة، إذا كنت قد شهدت أو تعرضت لأي نوع من أنواع السلوك الجنسي الغير لائق خلال عملية التوظيف، يرجى الإبلاغ عن ذلك إلى خط النزاهة في منظمة ميرسي كور (integrityhotline@mercycorps.org).

Personal Consent:

The organization collects your personal data for the purposes of managing the organization's recruitment related activities as well as for organizational planning purposes globally. Consequently, the organization may use your personal data in relation to the evaluation and selection of applicants

including, for example, setting up and conducting interviews and tests, evaluating and assessing the results thereto and as is otherwise needed in the recruitment processes including the final recruitment.

The organization is an international organization consisting of multiple affiliated companies in various countries. The organization has international sites and uses resources located throughout the world. Your data may be held on secure platforms globally, including outside of the EU. All personal data whether relating to recruitment or employment, is held on a secure platform and system which is subject to regular testing and audit. Unless stated in the job description that the post involves other organizations with which the information will be shared as part of the recruitment process, your personal data will only be shared with third parties where consent is given.

The organization participates in the Inter-Agency Misconduct Disclosure Scheme (the "Scheme") (www.schr.info/the-misconduct-disclosure-scheme). Accordingly, we request information from a job applicant's previous employer(s) about any investigations which found that the applicant committed sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents of misconduct under investigation when the applicant left employment. By applying, you confirm your consent to the organization collecting your prior employment history under the Scheme as part of the application process. Your data will be stored for up to four years.

Important Notice: Mercy Corps never charges candidates any fees at any stage of the recruitment process. If you are asked to make a payment for a job opportunity claiming to be from Mercy Corps, it is a scam.

All official communication from Mercy Corps will come from an **@mercycorps.org** email address. We do not contact candidates via Gmail, Yahoo, WhatsApp, or other unofficial channels.

If you receive a suspicious job offer, please report it to us immediately.

RECRUITMENT SCAMS & FRAUD WARNING

Mercy Corps has become aware of scams involving false job offers. Please be advised:

Recruiters will never ask for a fee during any stage of the recruitment process.
All active jobs are advertised directly on Akhtaboot.
Official Mercy Corps emails will always arrive from a @mercycorps.org email address.
Please report any suspicious communications to ((integrityhotline@mercycorps.org))

HOW TO APPLY:

Interested candidates can follow the link below to fill in their information and attach CVs not later than **November 19, 2026:**

HR Assistant

Please note that interviews will be conducted on a rolling basis. We encourage interested candidates to apply as soon as possible and not wait until the application deadline.

Organization reserves the right to accept or reject any or all CV(s) without assigning any reason.

Only short-listed candidates will be contacted for the interview.