



# ICRC

International Committee of the Red Cross  
ICRC Compound, Ministries Road, Amarat Juba, South Sudan



## JOB ADVERTISEMENT WELCOME OFFICER Based in Juba

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 is mandated to work in countries affected by armed conflict or other situations of violence. The ICRC is present in over 80 countries and has some 15,000-field staff.

In 1986, the ICRC expanded its presence to South Sudan. There are around 1,000 ICRC staff working in Juba, Bentiu, Bor, Malakal, Rumbek, and Wau. The ICRC is looking for an enthusiastic and motivated person for the above position.

**ICRC is an Equal Opportunity Employer giving highest priority to staff safety and security.**

For more information, visit the ICRC website: <http://www.icrc.org/>

### AIM OF THE POSITION

The Welcome Officer ensures that Welcome activities are organized smoothly, including coordination of pick-up/drop-off of ICRC staff and guests, travel arrangements, visas and permits, official registration and accommodation.

### Main Duties and Responsibilities:

- Ensures that staff and guests are met on arrival and brought to suitable accommodation (hotel, apartment, house).
- Interacts with relevant authorities (ministries, consulates, etc.) regarding certificates, visas, permits, registration, etc.
- Conducts regular random checks to make sure that accommodation is safe and suitable to live in; contacts the appropriate department(s) in case of problems.
- Organizes staff travel (plane, train, bus, etc.) by the most cost-effective means and, if required, coordinates drop-off at / pick-up from airports, stations, etc.
- Organizes communication flow between ICRC offices, sub-delegations, delegations and/or headquarters regarding staff travel.
- Keeps all appropriate databases up to date on staff members, missions/other travel, document validity, residences, and any other relevant information (schools, airlines, telephone numbers, etc.).
- Organizes Welcome files, business cards, briefing programmes and tours of the delegation for new arrivals.
- Organizes the Welcome side of events/meetings/seminars, coordinating with the parties concerned.
- Contributes to department reports and statistics
- Ensures efficient information flow and communication within the department and with the other departments related to his/her file

### Certifications / Education required

- High school or professional school.
- Bachelor's degree, an associate degree or equivalent higher-education degree in administration, travel industry, tourism, or similar field.
- Very good command of written and spoken English.
- Computer proficiency and ability to run specific software.

### Professional Experience required

- 4 years' experience in a similar position.

### HOW TO APPLY

Interested candidates should submit their application clearly marked "Welcome Officer – Juba" (including Cover letter and C.V. written in English) and copies of certificates plus and nationality ID at latest **Thursday, 13<sup>th</sup> February 2020** to the **HR Manager**.

either: At the ICRC reception in **Juba, Wau, Rumbek, Bor, Malakal, or Bentiu**

or By email to: [jub\\_recruitment\\_services@icrc.org](mailto:jub_recruitment_services@icrc.org)

**Only short-listed candidates will be contacted. Application files not retained will not be returned.**

