



## VACANCY ANNOUNCEMENT

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<b>Vacancy No.:</b>	<b>Q-IRQ-VA-19047</b>
<b>Position:</b>	<b>Helpline Operator</b>
<b>Report to:</b>	<b>Program Officer</b>
<b>Number of Posts:</b>	<b>18 Positions</b>
<b>Duty Station:</b>	<b>Erbil Office</b>
<b>Employment Type:</b>	<b>Fulltime (Sunday to Thursday 8:00 - 16:00)</b>
<b>Contract Duration:</b>	<b>Till 31 Dec 2019</b>
<b>Type of Announcement:</b>	<b>Internal &amp; External</b>
<b>Announcement Date:</b>	<b>10 Sept 2019</b>
<b>Closing Date:</b>	<b>14 Sept 2019</b>

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### **BACKGROUND:**

**QANDIL** is a Swedish non-profit, non-political, non-religious humanitarian aid organization that was founded in 1991 in Stockholm, Sweden. Having continuously operated in the Kurdistan Region ever since, QANDIL's main priorities of work are construction and infrastructure activities, refugee and IDP initiatives, health, water, sanitation and hygiene, and capacity building.

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### **DUTIES AND RESPONSIBILITIES:**

- Respond to helpline calls from potential callers;
  - Conduct follow-up on helpline calls using protocols and referral databases;
  - Communicate and follow up with relevant unit, UN Agency or NGO;
  - Keeping information about callers (IDPs or Refugees) with confidentiality;
  - Assist in developing training and tools for helpline;
  - Assist in updating, maintaining and expanding helpline network, resources and databases;
  - Provide general relevant administrative support;
  - Participate in regular meetings such as staff meetings, debriefings;
  - Responsible for handling incoming phone calls by IDPs or Refugees through dedicated helpline;
  - Record calls and caller's information by completing provided forms;
  - Register complaints from IDPs or refugees, and follow up with concerned departments;
  - Provide the information for IDPs or refugees to get to the services within the province of Erbil Gov;
  - Any other tasks that related to all the projects that QANDIL have should be implemented in appropriate manner such as Cash, Shelter Renovations, Educations, etc....
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### **DESIRABLE QUALIFICATIONS AND SKILLS:**

- University Degree in Human Science or IT;
  - Minimum one year or two years' experience in the same position or field.
  - Fluency in Kurdish, Arabic and English languages;
  - Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds;
  - Ability to handle confidential matters, meet deadlines and work under pressure;
  - Personal commitment, efficiency, flexibility, and drive for results.
  - Excellent written and verbal communication skills, in addition to organizational skill.
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Swedish Humanitarian  
Aid Organization

**HOW TO APPLY:**

Interested applicants must send their most recent CV with a cover letter to [recruitment@qandil.org](mailto:recruitment@qandil.org). Subject line must read: **Helpline Operator- Erbil**

**Note:** Applications not meeting the specified minimum requirements or received after closing date may not be considered. Shortlisted candidates will be contacted for an interview that may include a written test of communication and writing skills.

**Women are strongly encouraged to apply**