



## VACANCY ANNOUNCEMENT

Job Title: Team Leader for the Call Center

Project Name: UNHCR 2025/Protection and Assistance Program for Refugees and IDPs in Iraq-Duhok

Vacancy Ref. NO: 103

Number of Vacancies: 1

Work Duty Station: Erbil - Bahrka

Applicants Residence: Erbil Governorate

Preferable Gender: male & female

Duartion of Appointment: 6 Months

Expected Starting Date: 2025-07-01

Deadline for Submission: 2025-06-10

Type of Contract: Full-time

Working Hours: 7.5

### Background:

Harikar NGO, a neutral, non-governmental, non-profit humanitarian organization established on May 30, 2004, is dedicated to fulfilling human and women's rights in Dohuk Governorate, as outlined in the Iraqi Constitution of October 15, 2005. Committed to the Millennium Development Goals, Harikar champions human rights and equality, aiming to achieve social justice, especially for marginalized groups. The organization has successfully implemented over 80 projects, partnering with renowned organizations like UNHCR, UNFPA, UNICEF, UNDP, Save the Children International, GIZ, IRC, NDI and IRD.

### Job Overview:

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### **Position Summary:**

Harikar NGO, a UNHCR Partner, operates a hotline service to provide accurate, timely, and appropriate information and support to refugees and asylum seekers. The hotline center plays a critical role in identifying individual needs, offering guidance, and ensuring access to accurate information and available services, whether provided directly by UNHCR and its Partners or by government and operational partner agencies.

The Call Center Team Leader is responsible for planning and supervising the daily activities of call center operators, ensuring timely and accurate service delivery in line with UNHCR guidelines. The role includes monitoring performance, ensuring data quality and asset functionality, compiling reports, coordinating with IT and management, and supporting the overall implementation of Accountability to Affected Populations-AAP.

### **Scope of Work (Duties and Responsibilities):**

- Plan and coordinate weekly activities of call center operators.
- Supervise, guide, and support operators to ensure timely and quality service delivery in line with UNHCR guidelines.
- Ensure adherence to timelines and service standards agreed upon with UNHCR.
- Oversee accurate and secure recording of data and information as per UNHCR requirements.
- Monitor the proper use and functionality of call center equipment and report any issues to the IT relevant staff.
- Consolidate daily and weekly data collected by operators and submit required reports and databases to the manager.
- Provide regular updates to the line manager and UNHCR on call center activities and performance.
- Promptly report any significant issues or disruptions that may impact operations to the line manager.
- Support the AAP Manager/line manager with tasks related to project implementation as needed.

### **Additional Duties and Responsibilities :**

- Attend and participate in trainings, workshops, and other capacity-building exercises as required by the line manager;
- The Team Leader is a member of Harikar emergency protection team; and responds to any emergency situations that might occur in KR-I border points with Syria and Turkey.

- Fulfil other duties as required by the line manager.

#### Experience, Qualification and Skills:

- **Educational Qualifications:**

- University degree in social sciences, communications, business administration, humanitarian studies, or a related field. Candidates with alternative but clearly related degrees, combined with strong relevant work experience, may also be considered.

- **Professional Experience:**

- Minimum 3 years of relevant experience, preferably with humanitarian organizations or community service centers.
- Previous experience managing or supervising call center operations or client support teams is strongly preferred.
- Proven knowledge of Community Feedback and Response Mechanisms and AAP.

- **Skills:**

- Strong communication and interpersonal skills, with the ability to guide and motivate a team.
- Excellent organizational and time-management skills, with attention to detail and accuracy in reporting.
- Technical proficiency, including familiarity with data entry tools, call center software, and Microsoft Office Suite.
- Fluency in Kurdish and Arabic; working proficiency in English is an asset.
- Understanding of the humanitarian context in Iraq, especially issues facing refugees and asylum seekers.
- Familiarity with confidentiality and data protection standards.
- Basic computer literacy, especially in data entry and using case management or CFRM systems.

#### Reporting, Supervision:

**Reports to:** Project Manager

**Supervises:** Call Operators

**Performance Evaluation:** Project Manager

### Expected Conduct:

- Ensure that confidentiality is always maintained when sharing data and information about persons of concern;
- Work with the Harikar/UNHCR team(s) in a cooperative and collaborative manner;
- Maintain cooperative relationships with partners;
- Maintain high professional and ethical standard when both on and off duty, including upholding the principles and practices set out in the Code of Conduct and adhering to international standards;

Seek guidance and technical support when needed with “do no harm” principle being the priority at all times

### Commitment:

All Harikar staff are expected to demonstrate unwavering commitment to the **Core Humanitarian Principles** and the **Core Humanitarian Standards on Accountability and Quality Management**.

Staff must adhere to and implement all Harikar policies, guidelines, and checklists, which form an integral part of these ToRs. These include but are not limited to:

1. Harikar Operational Guidelines and Policies
2. Guidelines on Prevention of Corruption
3. Guidelines on Protection from Sexual Exploitation and Abuse (PSEA)
4. Harikar Code of Conduct
5. Checklist for Procurement Document Filing and Supporting Documentation
6. Child Safeguarding Policy

By aligning with these standards and frameworks, staff ensure the highest levels of professionalism, accountability, and ethical conduct in all aspects of their work.