



VACANCY ANNOUNCEMENT

Job Title: Call Operator for Call Center

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

Vacancy Ref. NO: 104

Number of Vacancies: 6

Work Duty Station: Erbil - Call Center in 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:

Background

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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 Operator will be responsible for receiving and documenting calls, assessing caller needs using standard operating procedures (SOPs), providing information, basic counseling, and making referrals where required. This position ensures that every caller is supported with dignity, empathy, and professionalism.

Scope of Work (Duties and Responsibilities):

- **Call Handling & Documentation**
 - Answer incoming calls from refugees and asylum seekers in a timely and respectful manner.
 - Document caller details accurately in the hotline database RAIS, ensuring confidentiality and data protection.
 - Classify calls according to categories defined in the SOPs.
- **Assessment & channeling according to SOPs**
 - Use existing SOPs to assess the needs of callers and identify required information or services.
 - Distinguish between cases requiring basic information, counseling, or referrals.
 - Escalate urgent or complex protection cases immediately to the supervisor as per SOPs.
- **Counseling & Information Provision**
 - Provide accurate information and basic counseling according to SOPs and scripts.
 - Guide callers to government and partner services by informing them to the correct points of contact or service directory such as UNHCR Iraq Help Website.
 - Offer clear, culturally sensitive information about rights, procedures, and available services.

- **Referrals**

- Initiate internal referrals following organizational procedures where necessary.
- Ensure that external referrals are supported by accurate, up-to-date information and proper guidance to the caller.

- **Coordination & Reporting**

- Participate in regular team meetings and briefings.
- Report trends, protection risks, and feedback from callers to management.
- Support quality improvement through sharing lessons learned and client feedback.

Additional Duties and Responsibilities :

- Attend and participate in trainings, workshops, and other capacity-building exercises as required by the line manager;
- The Call Operator 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 his/her line manager

Experince, Qualification and Skills:

- **Educational Qualifications:**

- A university degree in humanitarian sciences, sociology, social work, psychology, international relations, or a related field. Candidates with alternative but clearly related degrees, combined with strong relevant work experience, may also be considered.

- **Professional Experience:**

- Preferably a minimum of 3 years of relevant experience with humanitarian organizations or community service centers.
- Proven skills and experience in CFRM and AAP.
- Knowledge of local and national service landscapes relevant to refugees and asylum seekers.

- **Skills:**

- Proven experience in customer service, call centers, or working with displaced populations.
- Strong understanding of refugee rights and access to services.
- Fluency in [Arabic/Kurdish Badini/Kurdish Sorani].
- Good communication, listening, and interpersonal skills.
- Ability to work in a sensitive, respectful, and non-judgmental manner.

- 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: Team Leader

Supervises: None

Performance Evaluation: Team Leader

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.