

**JOB VACANCY**  
**COMPLAINTS HOT LINE TECHNICIAN (M/W)**  
**Based in KALAR**  
**Job Reference Number: ACF/KRI/KA/FSL/006**

Action Contre la Faim –ACF International is a global humanitarian organisation committed to ending world hunger and recognized as a leader in the fight against malnutrition. Founded in 1979, ACF delivers programmes, in over 40 countries while committed to respect humanitarian principles as a non-governmental, non-political, non-religious and, non-profit organisation. Our mission is to save lives through the prevention, detection, and treatment of malnutrition, especially during and after emergency situations and conflict. ACF intervenes in four main areas: Nutrition, Mental Health & Care Practices; Water, Sanitation & Hygiene; Food Security and Livelihoods; Advocacy and Raising Awareness. **ACF is looking for a COMPLAINTS HOT LINE TECHNICIAN.**

**Work place:** Based in KALAR + on exceptional request, in geographical area(s) covered by ACF in KRI

**Type of contract:** Fixed-Term Contract of 6 months, from the 15 August 2016 until the 14 February 2017 (with the possibility of extension)

**Working Hours:** Full time contract of minimum 40 hours a week up to a maximum of 48 hours a week (8 hours a day for 5 days a week and on Saturdays when needed and/or requested)

**Monthly Gross Salary:** from 1,588,195 IQD to 1,670,105 IQD depending on experience.

**Benefits:** Monthly Transport Allowance + End of Year Bonus + Monthly Medical Allowance (when probation period passed and confirmed on the position)

**Main Assignment:**

**In charge of ACF's hotline dedicated to complaints for the project's beneficiaries  
 Act and be the Main Focal Point for Beneficiary Complaints and Feedbacks**

**Main activities:**

**Objective/Assignment 1: Act and be the Ambassador for ACF's beneficiaries**

Responsibilities and Tasks:

- Answer to the beneficiaries questions by answering the phone and by providing satisfactory answer to the beneficiaries
- Ensure to be informed and aware of the projects activities in order to make sure to provide accurate information (in case information is missing ask to the PM assistant or Program Manager)
- Behave in a professional and courteous manner at all times (be polite at all time with the beneficiaries)
- Escalate all unresolved issues/complaints to the PM assistant whilst keeping the Program Manager informed.
- Ensure that ACF's beneficiary complaint system is adhered to at all times
- Ensure that beneficiaries are kept fully informed of progress at all times
- Respond positively to any new challenges, making sure they easily become part of the learning experience
- Monitor all complaints received, ensure action is taken and documentation is maintained

**Objective/Assignment 2: Responsible for recording, investigating and reporting all beneficiary related complaints**

Responsibilities and Tasks:

- *Keep track of all the calls during the day (data, name, question asked, answers given)*
- *Inform directly the Head of project in case of major information communicated through the hotline*
- *Data Collection: Input all the beneficiary complaints on to the complaints database reporting and seeing through to completion by forwarding them to the relevant persons for resolution*
- *Communicate with PM assistant (whilst keeping program manager in the loop) any difficulties faced with templates/databases designed for call recording and propose improvements*

### **Objective/Assignment 3: Ensure and provide a Monthly Report**

#### Responsibilities and Tasks:

- *Production of a Monthly Report providing and including all qualitative and quantitative data collected during the month*

*Provide inputs regarding ACF's communication with the beneficiaries*

#### Recruitment criteria:

<b>Qualification/Degree:</b>	Bachelor's Degree preferred but high School level accepted
<b>Professional Experience</b>	Experience working in fast paced humanitarian programs
<b>Technical Skills</b>	Ability to understand NGO programs and projects, Ability to identify key people and get updated information, Ability to Plan ,Developed planning, Strong Abilities to do Research, Very Good Analytical Skills, Good Organizational analytical skills- Good Interpersonal Skills and Strong Team Player
<b>General Skills Managerial Skills (if applicable)</b>	Literate and articulate, Attention to detail - Diligence - Rigour - Autonomy - Organisation and Flexibility - Analytical and summarizing skills-good communication skills
<b>Language Skills</b>	Be able to communicate effectively in Kurdish, Arabic and English
<b>IT Skills</b>	Strong Computer Skills ( <i>Excel and Word essentially</i> ) and ability to use standard computing, data entry packages (word, excel, outlook, power point, the Internet, etc...)

#### **HOW TO APPLY:** **Closing Date: 15/07/2016**

Qualified candidates must submit a **Presentation Letter and a Resume including 2 professional references in Kurdish or English + a Copy of any certification of relevant and a copy of national ID or Kurdish Residency Card** to: [recruitment-su@iq.missions-acf.org](mailto:recruitment-su@iq.missions-acf.org), please indicated the job reference number **ACF/KRI/KA/FSL/006**, in the e-mail subject line.

You can also find the Job Vacancy on FORAS' website and apply directly through FORAS' website at: <http://jobs.foras-iq.ta3mal.com/>

Applicants can also submit their application to the reception of ACF Office in Kalar, Dreamland, villa 24 , in a sealed envelope specifying the job offer title and reference number (the Office is closed on Fridays and Saturday).

**Due to the volume of applications we receive, we will only contact short-listed candidates for further screening.** For more information please visit our website: <http://www.actioncontrelafaim.org/en>