



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 also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit www.icrc.org for more information.

Welcome Officer

Reference Number: EQ2025007_YAN_Welcome Officer
Salary Grade: B2
Report to: Welcome Supervisor
Duty Station: Yangon (frequent travel to subsites)
Application Deadline: 04 May 2025
Start date: As soon as possible

Job purpose

The ICRC is looking for a Welcome Officer to be based in its Yangon office. Under the supervision of the Welcome Supervisor, the Welcome Officer ensures the smooth organization of Welcome activities, including coordination of flight reservations, pick-up/drop-off arrangements for professional trips of ICRC staff and guests, travel arrangements, visas and permits, official registrations, and accommodation. He/She provides Welcome services in line with the ICRC's and the delegation's policies. He/She supervises the Performance Management & Development (PMD) activities for employees under its supervision.

Main responsibilities

- Assists in interacting with the relevant authorities (ministries, consulates, etc...) for visas, permits, certificates, official registration, etc...
- Ensures that staff travel (plane, train, bus, etc...) is organized at the cost-effective means.
- Coordinates the arrivals and departures of ICRC staff and visitors (pick-up from/drop-off at airport/station, accommodation, transport)
- Organizes Welcome files, business cards, briefing programmes and tours of the delegation for new arrivals.
- Assists in keeping the databases up to date on staff members' relevant information
- Organizes events/meetings/seminars, by coordinating with the departments and parties involved.
- Communicates with local service providers and monitors their services.
- Regularly conducts random checks to make sure that the accommodation is safe and suitable to live in; contacts the appropriate departments in case of any problem
- Audits all Welcome-related expenses
- Assists with the beginning of mission information to be shared with Geneva Headquarters.
- Organizes regular meetings within the team to ensure optimal coordination of the work and proper flow of information.
- Engages in ongoing and continuous feedback and support, particularly for employees under his/her supervision
- Coordinates and supports the employees by coaching and advising them on internal and external training and development

Requirements and experience

- University degree in a relevant discipline or equivalent higher-education degree in administration, travel industry and tourism.
- Ideally 4 years' work experience in a relevant field.
- Excellent communication skills, and fluency in written and spoken English as well as Myanmar language.
- Computer proficiency, specific software and databases.
- Previous ICRC experience is a strong asset.

Your Profile

- Strongly motivated by humanitarian work, and proactive attitude
- Effective communication, networking and listening skills
- People person and genuine sense of empathy
- Autonomous and adaptable, with ability to interact collaboratively in a multidisciplinary and multicultural team
- Excellent writing and summarizing skills, and good knowledge of digital tools
- Robust organizational and prioritization capacities
- Capacity to exercise discretion
- Capacity to work under pressure and remote environment
- Good understanding of the dynamic affecting Myanmar and its humanitarian consequences

We offer

- A unique and rewarding opportunity to help the victims of violence in a fast-paced environment;
- Initial training and onboarding organized
- A contract until 31 December 2025 with the possibility of extension
- A competitive compensation package including medical coverage and transportation allowances.
- A training opportunity to develop and strengthen the quality of the services provided to our beneficiaries, as well as to support our staff members' professional and personal development.

Interested to join us?

Please submit your application (Motivation letter, Curriculum Vitae (CV), relevant certificates, 3 referees and salary expectation) by email (not exceeding 5MB) to:

yan_hr_recruitment_services@icrc.org

Please indicate the Reference Number **EQ2025007_YAN_Welcome Officer** in the email subject.

Kindly send your application no later than **04 May 2025**. Interviews are expected to take place within 2 weeks after the application closing date. Due to the urgency of the position, the ICRC reserves the right to recruit a candidate who matches the required profile before the above deadline and only shortlisted candidates will be contacted.

The ICRC is committed to creating a diverse and inclusive working environment for all its employees. We encourage all qualified candidates to apply, irrespective of ethnicity, race, gender, disability, age, or belief as part of the recruitment policy of the ICRC.

Need further information?

For more information about the position, you are most welcome to contact our Talent Acquisition Team at yan_hr_recruitment_services@icrc.org.

For general information about the ICRC, please consult www.icrc.org and <https://www.icrc.org/en/where-we-work/asia-pacific/myanmar>.