



Vacancy Notice

MU10.INT2023-01

Position Title: **CVAC Client Service Intern**

Duty Station: **Port Louis, Mauritius**

Position grade **Intern - Non-Remunerated but monthly subsistence allowance will be paid for transportation and living expenses**

Type of Appointment: **Internship, six months with possibility of extension**

Estimated Start Date: **As soon as possible**

Closing Date: **22 February 2023 - Extension**

Established in 1951, International Organization for Migration (IOM) is the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

The Internship Programme targets young, talented students and graduates willing to gain practical experience in a field relevant to the Organization through their involvement in daily working activities in migration-related areas, support/administrative functions and/or different thematic areas.

IOM is committed to a diverse and inclusive environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Context:

Under the direct supervision of the CVAC Team Leader, the Incumbent will provide client assistance and administrative support for the Canadian Visa Application Centre operated by IOM.

Core Functions / Responsibilities:

1. Assist in the reception and provision of information to clients, including: distribution of information sheets and checklists regarding visa requirements;

2. Assist with telephone, e-mail, inquiries from clients (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients;
3. Provide assistance to clients with Value Added Services. Informing clients of any changes to visa requirements or submission procedures.
4. Issue tokens to applicants from CVAC queue management system.
5. Schedule biometric appointments upon request from applicants.
6. Maintain a professional appearance and migrant friendly demeanour at all times;
7. Immediately inform CVAC Team Leader of any problems or issues related to daily work and regularly make suggestions on how to improve efficiency and client service.
8. Provide client service excellence to applicants at all times, in full compliance with the CIC Statement of Work (SOW) and the CIC Service Standards.
9. Maintain positive working relationships with other CVAC and Mission staff in Port Louis, VFS Global and CIC CVO staff locally.
10. Such other duties as may be assigned.

Required Qualifications and Experience:

Education

- University Degree or equivalent in Customer Relations/Care, Client Services, Business Management, Management or related discipline preferred.

Experience & Skills

- No experience required, but previous relevant experiences would be an asset;
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- Excellent knowledge of English, French and Creole;
- Excellent computer skills, especially in MS Office;
- Strong interpersonal & intercultural skills with an attention to detail;
- Team player; 100% integrity.

Languages

Fluency in English, French and Mauritian Creole is required.

Required Competencies:

Values

- Inclusion and respect for diversity: encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Integrity and transparency: maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.
- Professionalism: demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.

Core Competencies

- Teamwork: establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Delivering results: produces quality results and provides quality services to clients.
- Managing and sharing knowledge: shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.

- **Accountability:** operates in compliance with organizational regulations and rules.
- **Communication:** encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.

Eligibility and Selection:

In general, the Internship Programme aims at attracting talented students and graduates who

- have a specific interest in, or whose studies have covered, areas relevant to IOM programmes and activities;
- are holding a scholarship for internship placements in international organizations
- and/or for whom internship is required to complete their studies; or
- are sponsored by governmental/non-governmental institutions and/or academia to work in
- specific areas relevant to both IOM and the sponsor.

Applicants to IOM internships must, at the time of application, meet one of the following requirements:

- Be enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent); or
- Be enrolled in a graduate school programme (second university degree or equivalent, or higher); or
- Have graduated with a university degree and, if selected, must commence the internship within one year of graduation.

IOM is committed to a diverse and inclusive environment. Appointment will be subject to certification that the candidate is medically fit for appointment. Appointment will be subject to and verification of residency, visa and authorizations by the concerned Government, where applicable.

Appointment will be subject to the security clearance of the candidate. The candidate will be requested to produce a 'Certificate of Character' dated less than six months.

How to apply:

Interested candidates who meet the minimum requirements are invited to submit their applications containing a letter of motivation and a detailed up-to-date Personal History (P11) form and CV by email to jommauriti@iom.int, by **14 February 2023** specifying the reference number (MU10.INT2023-01) in the subject line of the email.

Only complete applications will be considered. The Personal History (P11) form can be downloaded here:

<https://ropretoria.iom.int/vacancies>

Incomplete applications will be rejected. Only shortlisted candidates will be contacted.

Posting period:

From 31.01.2023 to 22.02.2023