



Vacancy Notice

MU10.VN2023-06

Position Title: **CVAC Client Service Assistant (Canada Visa Application Centre)**

Duty Station: **Port Louis, Mauritius**

Position grade: **General Service Staff, Graded – G4**

Type of Appointment: **Special Short-Term Contract, 6 months with possibility of extension**

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

Closing Date: **26 June 2023**

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.

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

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM.

For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process. For the purpose of this vacancy, internal candidates are considered first-tier candidates. Second tier candidates include all external candidates.

Context:

IOM will be providing administrative visa-related services through the Canada Visa Application Centre (CVAC), aimed at making the visa application process timelier and more convenient.

Under the overall supervision of the Chief of Mission in Mauritius and the direct supervision of the CVAC Port Louis Team Leader, the CVAC Client Service Assistant will administrative support for the CVAC operated by IOM.

Core Functions / Responsibilities:

1. Provide client services to applicants at all times, in full compliance with the Immigration, Refugees and Citizenship Canada (IRCC) contractual obligations and service standards;
2. Assist in providing information to the applicants: distribution of forms and checklists; provision of accurate and timely replies to applicants' enquiries through phone, email, chat and in person; assistance and guidance with value added services;
3. Assist in collecting visa applications and sorting the documents: verification of completeness and correctness of visa application forms; completeness check of the supporting documents; sorting of the documents with relevant checklist; assistance to applicants if the documents are incomplete;
4. Input visa application data: maintain an expert user level with the provided application management software, ensure quality check of collected data and generated invoices; accuracy of the tracking of passports and documents; scanning and quality check of supporting documents;
5. Collect visa and service fees; review correctness of payment and charge against the application management software; issuance of invoices; daily reconciliation of collected fees and invoices; secure storage of cash;
6. Assist in reporting services: daily reports generation and quality check of collected applications and fees; daily reports for contact centre (received calls, call-backs, missed calls etc.) assistance to VAC Team Leader in quality check;
7. Delivery and collection of applications and passports: secure transfer of the visa applications and passports to/from the IRCC specified visa offices; sorting and counting of applications and passports; secure return of passports to applicants and delivery to courier;
8. Inform management of any problems or issues related to daily work, security issues, systems and software issues, complaints and make recommendations for improvement;
9. Compliance with IOM Staff Rules and Regulations and with all IOM Policies including: "IOM Standards of Conduct", "IOM Policy for a Respectful Working Environment", "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct", "IOM Confidentiality Agreement", "IOM Data Protection Principles", "IOM Information Security Policy";
10. Perform any other related duties that may be assigned by the Team Leader or VAC Management.

Required Qualifications and Experience:

Education

- University degree or higher in Business Administration, International Relations, Political Science, Communications, Information Management, Computer Science or a related field from an accredited academic institution with two years of professional experience; or
- High school diploma with four years of professional experience.

Experience and skills

- Minimum two years of relevant professional experience in a similar setting & capacity;
- Experience in customer service;
- Experience in migrant-related programmes or visa related services;

- Experience in liaising with governmental and diplomatic authorities and national and international institutions.
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities; 100% integrity;
- Excellent computer skills, especially in Word & Excel;
- Strong interpersonal & intercultural skills.
- Strong organizational skills and practical experience in knowing how to multi-task, prioritize and work independently.
- Experience in working effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

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.

Other

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station.

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.

The appointment is subject to funding confirmation.

Eligibility and Selection:

IOM is committed to a diverse and inclusive environment. Appointment will be subject to certification that the candidate is medically fit for appointment and verification of existing residency, visa and authorizations by the government of Mauritius, where applicable. In all cases, a prerequisite for taking up the position is legal residency in Mauritius.

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 resume / CV by email to iommauritius@iom.int, **by 26 June 2023** specifying the reference number (MU10.VN2023-06) on the subject line of the email.

Only complete applications (detailed Personal History (P11) form, CV, letter of motivation and) 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 12.06.2023 to 26.06.2023