



POST DESCRIPTION

SECTION 1

Position Information

Position Title	CVAC Client Service Assistant (Canada Visa Application Centre)
Position Grade	G4
Duty Station	San José, Costa Rica
Position Number	TBD
Job Family	Administrative
Organizational Unit	10007053
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	5 July 2019
Reports directly to	CVAC Regional Coordinator
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

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

Under the overall supervision of the CVAC Project Coordinator and direct supervision of the CVAC Regional Coordinator programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM.

SECTION 3

Responsibilities and Accountabilities

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 Assistant 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 Assistant or VAC Management.

SECTION 4

Required Qualifications and Experience

EDUCATION

- High school diploma with four years of relevant experience; or,
- University degree in the above fields with two years of relevant professional experience.

EXPERIENCE

- Experience in managing a team;
- Experience in migrant-related programmes OR visa related services;
- Experience in liaising with governmental and diplomatic authorities and national and international institutions

SKILLS

Experience in customer service

SECTION 5

Languages

REQUIRED

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in Spanish and English is required (oral and written).

DESIRABLE

French

SECTION 6

Competencies¹

■ The incumbent is expected to demonstrate the following values and competencies:

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

CORE COMPETENCIES - Behavioural indicators – Choose a level.

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

---- *If direct reports (10th row above) for PAS is greater than zero, then the managerial competencies below are inserted.* ----

MANAGERIAL COMPETENCIES - Behavioural indicators – Choose a level.

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization’s goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

SECTION 7

Signatures

1 st Level Supervisor	Date
	Click here to enter a date.
2 nd Level Supervisor	Date
	Click here to enter a date.

Submission of application:

The candidate should send his/her application through the following email cosanjosevacancies2@iom.int , using as Subject “**SVN 2023-014 CVAC Client Service Assistant**”

The application must include:

- Curriculum.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by April 13, 2023. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.