Terms of Reference

I. POSITION INFORMATION

<table>
<thead>
<tr>
<th>Position title</th>
<th>CVAC Client Service Assistant (Canada Visa Application Centre) (4 Positions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position grade</td>
<td>G4</td>
</tr>
<tr>
<td>Duty station</td>
<td>Accra, Ghana</td>
</tr>
<tr>
<td>Is this a Regional, HQ, MAC, PAC, liaison office or country office-based position?</td>
<td>Country Office</td>
</tr>
<tr>
<td>Appointment type</td>
<td>One Year Fixed Term</td>
</tr>
<tr>
<td>Reports directly to</td>
<td>CVAC Regional Coordinator</td>
</tr>
<tr>
<td>Number of direct reports</td>
<td>0</td>
</tr>
</tbody>
</table>

VACANCY-SPECIFIC INFORMATION

| Estimated closing date       | 2 weeks                                                                   |
| Estimated start date         | ASAP                                                                     |

II. 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.

III. 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;
10. Perform any other related duties that may be assigned by the Team Assistant or VAC Management.
IV. 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 customer service; and,
- Experience in liaising with governmental and diplomatic authorities and national and international institutions.

V. LANGUAGES

<table>
<thead>
<tr>
<th>Required</th>
<th>Advantageous</th>
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<tbody>
<tr>
<td>English, fluent</td>
<td>French</td>
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</tbody>
</table>

VI. COMPETENCIES

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

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

Core Competencies – behavioural indicators level 2

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Notes

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

How to apply:

Interested candidates with required qualifications and skills should directly send their CV and Cover Letter in English to accravacancies@iom.int not later than 4.30 pm (Accra time) on 06 August 2019.

- Please mention the Position Title on the subject line
- Your Cover letter should clearly state the reason why you are interested in applying to the position and how your qualifications are consistent with the Terms of Reference
- Please do not attach any supporting document
- Only complete applications will be considered
- Only short listed candidates will be contacted
- Written examination may be required