



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

VN2020-01

Open to Internal and External Candidates

Position Title : **Client Service Assistant**
Duty Station : **Port Louis, Mauritius**
Classification : **General Service Staff, Grade 4**
Type of Appointment : **Special Short-Term Contract, 6 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **February 15, 2020**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates and NMS candidates, as well as external female candidates are considered as first-tier.

Context:

Under the overall supervision of the CVAC Team Leader 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.

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 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.

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.

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.

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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.

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 five months.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

The appointment is subject to funding confirmation.

How to apply:

Interested candidates are invited to submit their applications (detailed CV, letter of motivation and Personal History (P11) form) by email to iommauritius@iom.int, by February 15, 2020 at the latest, referring to this advertisement (VN 2020-01) in the subject line of the email application.

In order for an application to be considered valid, IOM only accepts complete applications (detailed CV, letter of motivation and Personal History (P11) form).

Only shortlisted candidates will be contacted. It is compulsory for all applications to be accompanied by a Personal History (P11) form that can be downloaded here: <https://southafrica.iom.int/vacancy>

Posting period:

From 31.01.2020 to 15.02.2020