

CVAC Client Service Assistant (G4)

Special Vacancy Notice (SVN)

Open to Internal and External Candidates

Position Title : CVAC Client Service Assistant (Canada Visa Application Centre)
Reference No : SVN/001/2024
Duty Station : Kampala, Uganda
Classification : General Service (G4) – 1 Position
Type of Appointment : SST Graded, 6 Month with possibility of extension
Estimated Start Date : As soon as possible
Closing Date : 17 January 2024

Established in 1951, IOM is a Related Organization of the United Nations, and as 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. Internal candidates are eligible to apply to this vacancy and are considered as first-tier candidates.

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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 timelier and more convenient.

Under the overall supervision of the CVAC Global Project Manager and direct supervision of CANVAC Client Service Team Leader programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM.

Core Functions / Responsibilities:

- Always provide client services to applicants, in full compliance with the Immigration, Refugees and Citizenship Canada (IRCC) contractual obligations and service standards.
- 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.

- 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.
- 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.
- 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.
- 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.
- 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.
- Inform management of any problems or issues related to daily work, security issues, systems and software issues, complaints and make recommendations for improvement.
- 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".
- Perform any other related duties that may be assigned by the Team Assistant or VAC Management.

Required Qualifications and Experience

Education

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

Experience

- Experience in migrant-related program 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 and working knowledge of other UN languages is an advantage.
- Working knowledge of local dialects is an advantage

Required 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:** maintain 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 – behavioral 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.

How to apply:

In order for an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience.

Interested applicants may send their applications to hruganda@iom.int no later than 17 January 2024. Reference Number and Position Title: **SVN/001/2024– CVAC Client Service Assistant (Canada Visa Application Centre) – G4**. Should be specified in the SUBJECT field.

Required: After sending your application through hruganda@iom.int, YOU ARE REQUIRED to fill in the recruitment Questionnaire using the link: - [Pre-Screening Form](#).

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

Posting period:

From 3 January 2024 to 17 January 2024