



Vacancy Notice No : VN 2024/04
Position title : CVAC Client Service Assistant (Canada Visa Application Centre)
Duty Station : Belgrade
Classification : General Service Staff
Type of Appointment : OYFT G4 (12 months with possibility of extension)
Estimated Start Date : March 2024
Closing Date : 15 February 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.

General functions

Under the overall supervision of the CVAC Global Project Manager and direct supervision of the CVAC Team Leader programmatically and to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM. In particular the incumbent will be responsible for the following tasks:

- Provide client services to applicants at all times, 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 Leader or VAC Management.

Desirable Qualifications and Experience:

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

Fluency in Serbian and English

Working Knowledge of French - Desirable

How to apply:

Interested candidates to submit their applications as soon as possible by sending the IOM Personal History form in English language available on IOM Serbia [website](#) and a motivation letter, not more than one page, via email to iombegvacancy@iom.int quoting this respective Vacancy notice number (VN 2024/04) in the subject.

Only shortlisted candidates will be contacted.

Position is subject to availability of funding

Posting period: From 01.02.2024 to 15.02.2024

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances by the Canadian Immigration. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

The Contract contains 12 Service standards that are to be met to varying levels and timelines. Failure to do so may result in the imposition of financial penalties by IRCC. The employee will ensure adherence to these service standards. Failure to do so will be cause for performance improvement procedures to be implemented in line with IOM's HR policies. Consistent poor

performance resulting in non-compliance with the service standards could, in some circumstances, result in removal from the VAC and lead to eventual dismissal.

Competencies

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

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 – 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 actions and delegated work.

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

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

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.

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.

The Contract contains 16 Service standards that are to be met to varying levels and timelines. Failure to do so may result in the imposition of financial penalties by IRCC. The employee will ensure adherence to these service standards. Failure to do so will be cause for performance improvement procedures to be implemented in line with IOM's HR policies. Consistent poor performance resulting in non-compliance with the service standards could, in some circumstances, result in removal from the VAC and lead to eventual dismissal.