



IOM International Organization for Migration
OIM Organisation internationale pour les migrations
OIM Organización Internacional para las Migraciones

TERMS OF REFERENCE
INTERNAL AND EXTERNAL

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Position title	CANVAC Client Services Assistant
Position grade	G 4 (Special Short Term)
Duty station	Kinshasa
Seniority band:	4
Job family:	Migration
Organizational unit:	Migration
Position number	SVN 2016-03-RDC
Subject to rotation	No
Duration	6 Months (renewable)
Reporting directly to	Canvac Team leader
Overall supervision by	Chief of Mission and Immigration & Border Management (IBM) Division's Immigration & Visa Support Solutions (IVSS) Unit
Managerial responsibility	No
Directly reporting staff	N/A

II. ORGANIZATIONAL CONTEXT AND SCOPE

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.

Under the general oversight of the Immigration & Border Management (IBM) Division's Immigration & Visa Support Solutions (IVSS) Unit at HQ and reporting directly to the regional VAC (Visa Application Centre) Manager for Eastern Europe and Central Asia programmatically and directly to the IOM Chief of Mission administratively, the Incumbent will provide administrative support for the Canadian Visa Application Centre operated by IOM; particularly s/he will:

III. RESPONSIBILITIES AND ACCOUNTABILITIES

1. Provide client service excellence to applicants at all times, in full compliance with the CIC (Citizenship and Immigration Canada) Statement of Work (SOW) and the CIC Service Standards.
2. Assist in the provision of client information: distribution of application forms, information sheets and checklists regarding visa requirements; assist with telephone, fax, e-mail, chat and SMS inquiries from clients (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services including but not limited to Self-Service and Assisted Data Entry services. Informing clients of any changes to visa requirements or submission procedures.
3. Assist in the collection and forwarding of complete applications as per CIC checklists, including biometrics collection: provide guidance to clients on the proper completion of application forms, while reviewing and collecting same applications along with any supporting / additional documents, as required; record, dispatch and follow up on applications and passports; arrange appointments for visa applicants who require interview, as required.
4. Collection of Fees: Where required, collect the applicable Canadian visa fee(s) and IOM service fee(s); issue accurate receipts; daily reconciliation of receipts and reporting same; Safe keeping of all applications, supporting documentation and fees collected and responsible for CANVAC office keys;
5. Data Capture; Assist in maintaining a high degree of skill in using the CANVAC software platform provided; enter all applicant data, enroll biometrics as required, submit application documents in the required order, while forwarding all applicant, passport and appointment information to CIC; ensure accurate tracking of both applications and supporting documents via the CANVAC software's bar code scanning system;
6. Returning of passports, supporting documentation and visa decisions. Assist in collecting processed applications; returning processed applications, passports and supporting documentation;
7. Reporting: Assist in maintaining accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily;
8. Maintain a professional appearance and migrant friendly demeanour at all times;
9. Maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and CIC staff locally.
10. Immediately inform management of any problems or issues related to her/his daily work and regularly make suggestions on how to improve efficiency and client service.
11. Comply with the *IOM Policy for a Respectful Working Environment*, *"IOM Confidentiality Agreement"*, *"IOM Data Protection Manual"*, *IOM Standards of Conduct*, and the *"IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct"*.
12. Any other duties as may be assigned by the supervisors

IV. COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies

Behavioural

Accountability:

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies

- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation:

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of all clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments

Continuous Learning:

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication:

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adjusting wording to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative:

- Proactively develops new ways to resolve problems
- Actively seeks new ways of improving programmes or services
- Expands responsibilities without interfering with existing ones
- Persuades others to consider new ideas

Leadership and Negotiation:

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follow through

Performance Management:

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

Planning and organizing:

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

Professionalism:

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Effectively applies knowledge of migration issues within organizational context
- Correctly frames migration issues within their regional, global, and political context
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity

- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork:

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness:

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Technical

Excellent computer skills, especially in MS Office applications such as MS Word, MS Excel, MS Access, Internet Explorer.

V. EDUCATION AND EXPERIENCE

- **Education/Training:** Bachelor's Degree in Business Management, Client Services, Social Science or related discipline; or an equivalent combination of education, training & experience;
- **Experience:** Minimum 4 years of relevant professional experience in a similar client services setting and capacity preferred; Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;

VI. LANGUAGES

Required

Fluent English

Fluent French

Applications (CV or P11, a letter typed copies of diplomas and certificates of service provided) can be sent to the following email address: iomdrcrecruitment@iom.int before March 09, 2016, with the Reference: SVN 2016 -03-RDC.

The Personal History form (PHF) is available on the IOM DRC's website: www.drcongo.iom.int under the section "vacances de postes".

No applications will be received physically.