



International Organization for Migration (IOM)  
The UN Migration Agency

## Special Vacancy Notice 2022-04 Open to Internal and External Candidates

Position Title: CVAC Client Service Assistant  
(Canada Visa Application Centre)  
Duty Station: Tirana, Albania  
Classification: General Service Staff  
Type of Appointment: Special short term ungraded, six (6) months with possibility of extension  
Estimated Start date: 01 May 2022  
Closing Date: 17 April 2022

*Established in 1951, the International Organization for Migration (IOM), the UN Migration Agency, 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 work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity).*

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

### **Context:**

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 Regional Coordinator and direct supervision of the Head of Office programmatically and administratively, the incumbent will provide administrative support for the CVAC operated by IOM.

### **Core Functions / Responsibilities:**

The incumbent will carry out the following duties:

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 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;

## ***Required Qualifications and Experience***

### **Education**

University degree in the above fields with two years of relevant professional experience;  
or

Completed High school degree from an accredited academic institution with four years of relevant experience.

### **Experience**

- Experience in working in 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 and Albanian is required. Working knowledge in French is an advantage.

## **Required 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.

### **Core Competencies – behavioral indicators level 1**

- 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.

### **Other:**

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

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 and security clearances.

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 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.

***How to apply:***

Interested candidates are invited to submit their updated CV and/or IOM Personal History form together with a cover letter indicating the **Special Vacancy Notice Number (SVN No)** with three professional referees and their contacts (both email and telephone) potentially previous supervisors, confirming that agree on our check for references to the referees provided to: [HumanResourcesTirana@iom.int](mailto:HumanResourcesTirana@iom.int).

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: <https://albania.iom.int>.

In order for an application to be considered valid, IOM only accepts applications duly completed.

Woman are encouraged to apply.

Only shortlisted candidates will be contacted.

***Posting period:*** 06 April 2022 to 17 April 2022