



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

TERMS OF REFERENCE

I. POSITION INFORMATION	
Position title Position grade Duty station	CANVAC Client Service Assistant G-4 Managua, Nicaragua
Seniority band: Job family: Organizational unit: Position number Position rated "" Subject to rotation	IV Senior Support Staff No
Reporting directly to	Regional VAC Team Leader
Overall supervision by	Chief of Mission
Managerial responsibility	No
Directly reporting staff	

II. ORGANIZATIONAL CONTEXT AND SCOPE
<p>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 Team Leader programmatically and directly to the Chief of Mission administratively, the Incumbent will provide administrative support for the Canadian Visa Application Centre in Managua operated by IOM</p>
III. RESPONSIBILITIES AND ACCOUNTABILITIE
<p>In particular, he/she will:</p> <ul style="list-style-type: none">• Provide client service excellence to applicants at all times, in full compliance with the IOM VFS Global agreement, the CIC Statement of Work (SOW) and the CIC Service Standards.• 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.• 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.

- 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;
- 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;
- Returning of passports, supporting documentation and visa decisions. Assist in collecting processed applications; returning processed applications, passports and supporting documentation;
- Reporting: Assist in maintaining accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily;
- Maintain a professional appearance and migrant friendly demeanor at all times;
- Maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and CIC staff locally.
- 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.
- Maintain positive working relationships with staff of the lead program partner, VFS Global.
- 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"*.
- Such other duties as may be assigned by the IVSS/IBM Unit at HQ, the CoM/HoO and the regional Team Leader.
- Perform other duties as may be assigned by the Resource Management Officer or Head of Office.

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 clients, including donors, governments, and project beneficiaries

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, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- 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

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
- 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

Technical

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

V. EDUCATION AND EXPERIENCE

- University degree or equivalent in Business Management, Client Services, Social Science or related discipline preferred; or an equivalent combination of education, training & experience
- Minimum 3 years of relevant professional experience in a similar setting & capacity preferred
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities
- Demonstrated experience of working in a service environment

VI. LANGUAGES AND OTHER ABILITIES

Required

- Excellent knowledge of English
- Excellent knowledge of Spanish
- Excellent computer skills, especially in MS Office
- Strong interpersonal & intercultural skills with an attention to detail
- Team player
- 100% integrity

Advantageous

- French language skill preferred