



## Competition Notice

The Consulate General of Canada in New York is seeking to hire Program Support to work in the Immigration Section.

**Section:** Immigration, Refugees and Citizenship Canada (IRCC)- Anticipatory Staffing

**Location:** Consulate General of Canada, New York

**Level:** LE-04, Step 1

**Position title:** Program Support

**Position Number:** TBC

**Competition no:** 2019-21

**Date posted:** September 3, 2019

**Closing date:** September 16, 2019 (5PM EST)

**Starting salary:** \$48,782 USD per annum (plus benefits)

**Employment Tenure:** Indeterminate. This competitive staffing process may be used to create an eligibility list of qualified candidates for this position or a similar position at the same level with various tenures, including indeterminate, term, emergency, and/or acting opportunities at the Consulate General of Canada in New York, which might arise in the 12 months following the completion of this competition.

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### Open to:

- Persons currently residing in the tri-state area of New York and whose applications are received by the closing date.
- Employees of the Embassy of Canada in Washington D.C. and of any Canadian Mission in the United States. Relocation will not be paid under any circumstances.
- Spouses and dependents of Canada-based staff at the Consulate General of Canada in New York and the Permanent Mission of Canada to the United Nations.

### All applicants must:

- Meet all of the Essential Qualifications stated below.
- Be resident in the United States.
- Submit a resume and **a one-page cover letter** by the closing date. The cover letter must specify, using concrete examples, how you meet the essential qualifications, i.e., language, education, experience, for this position.

**Note:** Failure to provide any of the information required above will result in your application being rejected. All communication relating to this process, including email correspondence may be used in the assessment of qualifications.

### Summary of Duties:

Under general supervision provides multi-task support services to office operations. Exercises initiative in seeking out information to complete files or tasks. Requires a general knowledge of established guidelines.

Provides information and assistance to internal and external clients in person or electronically to facilitate their compliance with requirements, or their understanding of application processes.

Enters and validates information in departmental on-line systems; reviews applications and documents; identifies shortcomings including incomplete applications, missing, or irregular information. Processes fee payments and prepares documents for refunding of fees.

Maintains filing system, searches internal systems and accesses departmental websites to search or track information.

Utilizes office equipment such as a computer, photocopier, scanners, fax machines, specialized printers, biometric capturing equipment, and telephones.

Researches information systems to support information gathering for the processing of the file or application and to support program integrity.

Translates and interprets written and verbal information as required.

**Conditions of employment (must be met):**

- Eligibility for a Government of Canada Reliability Status which includes a criminal and credit background check.
- Have independent work authorization in the United States and status in accordance with United States protocol directives for foreign missions.

**Essential Qualifications:**

Candidates must demonstrate clearly how they meet the Language, Education and Experience qualifications listed below:

**Language:**

Fluency in English (both oral and written).

**Education:**

Successful completion of secondary education.

**Experience:**

1. A minimum 1 year of experience delivering clerical support functions within a corporate or government team environment providing services to the general public.
2. Recent work experience in Microsoft Office Suite, i.e., Excel, Word, Outlook in a corporate or government environment.

**Rated Requirements:**

Candidates who meet the Language, Education and Experience requirements will be assessed on the following requirements;

**Abilities:**

1. Ability to operate standard office equipment and work with Microsoft Office Suite, i.e., Excel, Word, Outlook and other databases;
2. Ability to organize/ prioritize own work;
3. Ability to communicate effectively orally and in writing;
4. Ability to work independently when required or as part of a team;
5. Ability to multitask with multiple interruptions from internal/external clients and colleagues; and
6. Ability to work under pressure and within strict timeframes.

**Personal Suitability:**

1. Proven team player;
2. Attention to detail;
3. Adaptability and flexibility;
4. Client focused;
5. Initiative;
6. Sound judgement; and
7. Integrity.

**Asset Qualification:**

- Fluency in French (both oral and written);
- Post-secondary degree, certificate or diploma.

**Operational Requirements:**

- Normal hours of work for this position are in accordance with the Terms and Conditions of Employment for Locally Engaged Staff (LES) in the United States of 37.5 hours per week. The incumbent will be required to work overtime on an as-needed basis.
- Ability to sit for long periods.
- Ability to bend and lift to place/retrieve files and to walk to deliver materials to points within the section or mission.

**Selection procedure:** The staffing process will consist of a review of all applications to ensure that applicants meet the essential requirements. **Please note that failure to meet any of the essential qualifications eliminates candidates from further consideration in the competition.** Only those applicants who meet these will be contacted by the Human Resources Section for an interview and/or other form(s) of assessment (a written test, an in-basket exercise, and /or a skills test) of the Rated Requirements for the position. All candidates are required to show proof of legal status to live and work in the US. Reference verifications may also be carried out.

The the Consulate General of Canada in New York is committed to conducting inclusive, barrier-free selection processes.

The the Consulate General of Canada in New York offers a competitive salary, generous leave and a strong benefits package to include medical, dental, long term disability, and a retirement savings plan to name a few.

**Method of application:**

Apply via <http://www.wfca-tpce.com/vacancyView.php?requirementId=3566&source=PO> by the closing date.

In completing their applications, candidates will confirm that they meet all the essential requirements and take care to relate their work experience to the position description.