

	<b>Generic Work Description</b>
<b>Position Number:</b>	EXT-
<b>Position Title:</b>	Operation Liaison Assistant (OLA) – Canada Border Services Agency (CBSA)
<b>Position Classification Level:</b>	LE-06
<b>Effective Date:</b>	
<b>Mission:</b>	
<b>Supervisor Position Number:</b>	EXT-
<b>Supervisor Position Title:</b>	CBSA Liaison Officer and/or International Network Manager
<b>Supervisor Position Classification Level:</b>	
<b>Generic Decision Number:</b>	0000014681

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## **SUMMARY:**

Under the general supervision and guidance of the Canada Border Services Agency (CBSA) Liaison Officer (LO), and/or the International Network Manager (INM), the Operational Liaison Assistant (OLA) will perform a wide range of operational, strategic, administrative and clerical activities to assist the CBSA LO program. The OLA will support CBSA efforts to support Canada's national security and public safety priorities and facilitate the free flow of persons and goods within or linked to the LO's area of responsibility (AOR); participate in reporting on cross-border criminal activities and trends involving people and goods; liaise with local partners, immigration and customs contacts on a wide range of CBSA mandate issues; assist the LO, in expanding border management cooperation with officials in countries in the AOR; professionally represent the LO, and as required, the INM and Regional Director (RD), and CBSA in communication and networking with representatives of host countries and other organizations including translation; and, occasionally or during LO absences, perform some basic activities normally carried out by the LO while exercising initiative and discretion.

## **DUTIES & RESPONSIBILITIES:**

### **1. Assistance in an Operational Capacity**

An Operational Liaison Assistant helps improve operational delivery by supporting the strengthening of leadership, management capability, structure and systems through efficient and effective business practices.

In order to fully assist the LO, establish and maintain diverse contacts within the LO's AOR that represents the full CBSA mission and mandate. These include contacts within immigration/customs administrations, transport and airline companies, foreign police, border management or regulatory bodies, foreign consular officials, officials of foreign social services, non-governmental organizations, private security companies and others as required.

Monitor and report on local customs, immigration and food, plant and animal developments. Report on changes to local legislation that could impact CBSA's mandate. Monitor and report on the local operational outlook of commercial transporters including new routes and carriers.

Conduct research on border management specific topics, collect and analyze information and prepare a variety of operational reports, alerts, interceptions and trends analysis. This may include but not limited to supply chain security, contraband smuggling, improperly documented passengers, illegal migration and environmental factors affecting the CBSA in the LO's AOR. Products are to be approved by the LO and/or INM as per mission protocols and clearly indicate a nexus to Canada. Research should involve (but not limited to) the scanning of open source information from media reports, news articles, government publications, immigration/customs records, and other public and private sources.

In consultation with the LO, perform record checks from CBSA databases (GCMS and ICES via INS or the BOC) to respond to requests for assistance from partners in accordance with systems access, Agency and GOC information sharing policies, agreements and privacy protection protocols. Maintain and update CBSA databases and systems concerning incidences of fraud detection, and interception of people and goods.

In consultation with the LO, provide general advice, information and liaison on technical matters to airline staff, airport security, and immigration officials, in person, by telephone, or in writing, concerning Canadian and other identity and travel documents and current travel and immigration requirements for Canada-bound travelers.

On an as needed basis, assist with interviews of individuals attempting to board flights to Canada at airports within the AOR of the LO to ensure correct documentation and the purpose of travel is bona-fide.

As required, participate in meetings with various border management partners and prepare agendas, participant lists, and invitations for representatives and record meeting minutes.

Accompany the LO, or on an as needed basis, the INM and RD, on visits within the AOR, assisting where necessary, and provide immediate translation which includes extracting and translating vital information from foreign documents, correspondence, and reports to support LO operations as well as preparing non-official translation, oral and/or written, of documents when required. This can involve translating for senior CBSA officials for high-level meetings.

Prepare, update and maintain LO training materials on customs and immigration matters, such as; illegal migration, document fraud, passenger assessment, detection of impostors or non bona-fide travelers and contraband smuggling.

As required by the LO, particularly where language is a barrier, assist with the delivery of training on security features in Canadian identity and travel documents, fraudulent document detection, and passenger screening techniques to assist in the detection of impostors or improperly documented travelers.

Assist the LO and/or the INM as necessary in the liaison with local officials, stakeholders and administrations concerning the implementation and delivery of capacity building activities.

## **2. Assistance in an Administrative and Clerical Capacity**

Coordinate or assist in the coordination of travel, accommodation, meetings and schedule planning for the LO, and as required, for the INM and RD, as well as assists with pre-visit arrangements, and hospitality events, including preparation of the venue, catering, guest lists, prepares budget allocation requests, invitations, and overseeing the execution and management of the event. Assist in the facilitation and processing at the local airport for Canadian VIP's / high-level visitors.

Collect and/or verify information for a range of subjects, files, and cases by contacting local authorities, the Royal Canadian Mounted Police (RCMP) Liaison Officers, Public Safety officials, Immigration, Refugees and Citizenship Canada's (IRCC) Passport Program officials, other Canadian government departments and agencies, other foreign missions and other officials in Canadian missions.

Receive and respond to telephone calls, email and other inquiries on routine matters and refer non-routine matters to the LO, as well as prepare correspondence, spreadsheets, presentations and other material for the LO, and as required, for the INM and RD.

Prepare draft budget submissions and monitor budget expenditures; prepare and process travel claims and other financial processes in the appropriate financial management system at mission; liaise with the financial section of the mission and CBSA International Region for the monitoring of the budget and other financial processes; and maintain access to mission financial management tools. Prepares administrative and progress reports or periodic statistical reports for the CBSA, including monthly operational reports, quarterly performance reports and other various requests from corporate, program and operational stakeholders.

Maintain an inventory of equipment and training materials, requesting replenishment of handouts (batteries, UV lights, retro-reflective viewers, loupes, etc.) when required, and notifying the LO when upgrades to equipment is needed.

Maintain working files on specific case issues, alerts, outgoing reports, incoming intelligence reports and other communications in electronic or paper form as appropriate. Update files, review electronic files and local drives and purge out-dated material on a regular basis in accordance with agency and Government of Canada (GOC) retention policies.

Maintain a sound knowledge of the various sections within the Mission as well as their responsibilities and represent the CBSA when liaising with other sections. On an ad hoc basis, and possibly on short notice, be available to work overtime.

### **SPECIFIC KNOWLEDGE**

The CBSA LOA must possess a sound knowledge and awareness of the CBSA and its mandate, the International Region's Liaison Officer Network program, and of law enforcement, border management organizations in the AOR of the LO and the operational functioning of the Mission.

In some cases, the LOA must be skilled at translation services.

The CBSA LOA is required to be familiar with the legislation administered and enforced by the LO.

The CBSA LOA is required to acquire and apply knowledge of passports, visas and travel documents, import and export regulations within the AOR of the LO. This includes knowledge of other countries and trends regarding illegal migration, local supply chain security frameworks and concerns, contraband smuggling, food, plant and animal regulations and other CBSA mandate responsibilities.

### **INTELLECTUAL EFFORT**

The position requires intellectual effort to:

Prepare draft budget submissions and monitor budget expenditures as well as to process and prepare travel claims and other financial processes in the appropriate financial management system at mission;

Maintain an inventory of equipment and training materials, requesting replenishment of handouts (batteries, UV lights, retro-reflective viewers, loupes, etc.) when required, and notifying the LO when upgrades to equipment is needed.

Conduct research on border management specific topics, collect and analyze information and prepare a variety of operational reports, alerts, interceptions and trends analysis including supply chain security, contraband smuggling, improperly documented passengers, illegal migration and environmental factors affecting the CBSA in the LO's AOR.

Maintain working files on specific case issues, alerts, outgoing reports, incoming intelligence reports and other communications in electronic or paper form as appropriate as well as to update files, review electronic files and local drives and purge out-dated material on a regular basis in accordance with agency and Government of Canada (GOC) retention policies.

### **ACCOUNTABILITY**

The CBSA Operation Liaison Assistant must demonstrate maturity, good judgement, adaptability, initiative, discretion and honesty. The incumbent will also have strong organizational skills, be self-motivated, be adept at evaluation situations and make sound decisions, and dependable under high pressure and stressful conditions. The incumbent must be prepared to handle diverse, difficult, and often conflicting demands and identify responses while considering their possible consequences. The incumbent will have a strong understanding of the information/intelligence sharing policy with foreign agencies in order to avoid compromising existing relationships and activities. The CBSA Operation Liaison Assistant must understand the mandate of the CBSA Liaison Office and strictly adhere to the regulations. The incumbent will have to collect and/or verify information for a range of subjects, files, and cases by contacting local authorities, the Royal Canadian Mounted Police (RCMP) Liaison Officers, Public Safety officials, Immigration, Refugees and Citizenship Canada's (IRCC) Passport Program officials, other Canadian government departments and agencies, other foreign missions and other officials in Canadian missions in accordance with the necessary security clearance requirements. Duties related to these matters must be performed consistently, accurately and efficiently as indiscretions, error in judgements or lapses in protocol could compromise international and domestic police relations.

Prepare administrative and progress reports or periodic statistical reports for the CBSA, including monthly operational reports, quarterly performance reports and other various requests from corporate, program and operational stakeholders.

Coordinate or assist in the coordination of travel, accommodation, meetings and schedule planning as well as assist with pre-visit arrangements, and hospitality events, including preparation of the venue, catering, guest lists, prepares budget allocation requests, invitations, and overseeing the execution and management of the event which includes providing assistance to facilitate and processing at the local airport for Canadian VIP's / high-level visitors.

Liaise with the financial section of the mission and CBSA International Region for the monitoring of the budget and other financial processes; and maintain access to mission financial management tools.

Accompany, assist and where necessary provide immediate translation which includes extracting and translating vital information from foreign documents, correspondence, and reports to support LO operations as well as preparing non-official translation, oral and/or written, of documents when required including translation for senior CBSA officials for high-level meetings.

**WORKING CONDITIONS:**

The work involves:

- A continuous requirement to respond to heavy and multiple concurrent demands from the LO and its headquarters, mission management, departmental and local officials, colleagues, other missions or partner organizations for timely and high quality advice and recommendations.
- Imposed deadlines on the delivery of some part of the work, arrears in research on a variety of cases, interruptions for unpredictable demands and general lack of control over the pace of work generates significant stress.
- Exposure to stress when responding to fluctuating and unpredictable client demands and requirements, numerous and conflicting deadlines and priorities.