

CONSULAR OFFICER

Position title: Consular Officer

Appointment Process No.: CLMBO-2020-C02-LE07

Term Type: Indeterminate

Term Details: This position is an LES (Locally Engaged Staff) position, subject to the Terms and Conditions of Employment for LES in Colombo

Department: High Commission of Canada in Colombo

Number of Vacancies: 1

Job Category: Consular

Level: Officer

Classification: LE-07

Salary range: LKR 2,204,445 (per annum) + benefits (medical/life insurance, 13th month bonus, EPF/ETF)

Location: Colombo

Close date: October 28, 2020

Summary of Duties

Under the direction of the Management Consular Officer (MCO) or Deputy MCO, provides consular services; provides passport and notarial services; is responsible for the maintenance of the consular services financial systems and cost recovery program; provides administrative services; responds to enquiries on a wide range of issues; and performs other consular duties as required.

Area of selection/Eligibility

This position is open to General Public, including locally engaged staff who are currently employed at the High Commission, who meet all of the essential requirements stated below, and whose applications are received by the closing date.

The Canadian Government is an equal opportunities employer and welcomes applications from diverse sections of the community. Candidates will be considered on merit regardless of ethnic origin, religious belief, gender, age, sexual orientation, disability or any other irrelevant factor.

Essential Qualifications

Candidates will initially be screened against the Essential Qualifications relating to education, experience and language. **Candidates must clearly demonstrate in their cover letter and CV how they meet each of these essential qualifications.**

Education:

- Successfully completed Bachelor's Degree from a recognized University in a related discipline (e.g. commerce, science, marketing, business administration, international relations.) Applicant must demonstrate how the degree is related to the duties of the position in their CV.

Language:

- Proficiency in English (reading, writing, and speaking): the preferred standard for evaluating English ability is an IELTS test result.
- Proficiency in Sinhala (reading, writing, and speaking).

CONSULAR OFFICER

- Proficiency in Tamil (reading, writing, and speaking).

Experience:

- Experience in customer service, with a focus on document verification and data input (3 years in the past 5 years).
- Experience in outreach /networking in Sri Lanka and/or the Maldives (1 year in the past 3 years)
- Administrative services including budget management and financial processes - Recent significant experience (3 years in the past 5 years) in the provision of administrative and support services.
- Working with Internal and External Stakeholders - Recent significant experience (3 years in past 5 years) in liaising and working with clients (internal or external), partners or stakeholders.
- Working with Computers and Office Software - Recent significant experience (3 years in past 5 years) in use of computers (including MS Office) and internet research skills.
- Planning and Logistics - Recent experience (1 year in the past 3 years) in organizing meetings, conferences, field visits or special events.

Rated Requirements

The Rated Requirements relating to knowledge, abilities and competencies will also be assessed. Methods of assessment may include, but are not limited to, a written examination, an oral interview, role-play, practical tests, presentations and/or psychometric assessment.

Knowledge of:

- Regulations pertaining to foreign citizens in Sri Lanka;
- Knowledge and understanding of Consular services.
- Knowledge of processes and methods to validate the authenticity of documents.
- Knowledge of general office procedures and practices.
- Basic knowledge of accounting and maintaining budgets.
- Translating texts between local languages (Sinhala and Tamil) and one or both official languages of Canada.
- Interpreting between local languages (Sinhala and Tamil) and one or both official languages of Canada.
- Knowledge of Sri Lankan laws and practices applicable to diplomatic missions including:
 - Protocols for interacting with government and civil society interlocutors;
 - Ministries and agencies with whom missions would interact.

Ability to:

- analyze, assess and evaluate information with attention to detail to provide advice and recommendations.
- provide effective client service in person, by telephone and electronically.
- maintain composure when dealing with unusual situations or difficult clients.
- establish and maintain a network of contacts with local government officials, travel industry operators and other relevant stakeholders.
- type with accuracy and speed, proficient use of office software products including Microsoft Office, e-mailing, word processing, and internet research.
- Effective writing skills.
- Coordinate conflicting priorities within tight deadlines and meet work targets.

CONSULAR OFFICER

Competencies:

- Professional Integrity
- Adaptability & Flexibility
- Focus on quality and detail
- Work autonomously
- Interpersonal Relations & Respect
- Judgement, initiative, tact and discretion.
- Teamwork and Cooperation
- Integrity and respect
- Thinking things through

Asset Qualifications

Preference may be given to candidates who meet the Asset Qualifications. Where applicable, candidates must clearly demonstrate how they meet any asset qualifications in their cover letter and CV.

- Recent work experience and knowledge of Consular duties in a Foreign Mission, NGO or an International Organization. (Minimum of 1 year in the past 2 years).
- Experience in emergency management.
- Ability to read, write and communicate in French.
- Knowledge of the Canadian work environment.

Operational Requirements

- Willingness and ability to work overtime/ weekends occasionally.

Conditions of Employment

Please note that conditions of employment are mandatory requirements for continued employment with the High Commission of Canada. These may be reviewed on a periodic basis and failure to meet any of the mandatory conditions may result in a change to employment status up to and including dismissal.

- Ability to obtain and retain a Government of Canada Enhanced Reliability security screening
- Ability to work overtime (evenings/weekends) as required.
- Ability to obtain and retain a valid travel document and be willing, able, and legally admissible to travel within and outside of Sri Lanka.
- Legal status to live and work in Sri Lanka.
- Medical/physical fitness to perform duties.

How to apply

- Please follow the link http://chc.amris.com/wizards_v2/chc/vacancyView.php?requirementId=4227& and complete the online application form.
- Applicants must submit a cover letter and a curriculum-vitae clearly demonstrating how they meet the education, language and experience required for the position.
- Applications which do not include all of the requested documents or information will be rejected.
- Candidates who are unable to submit their application due to technical difficulties must report these to: CSDPDHHumanResources/RessourcesHumaines@international.gc.ca prior to the closing date. Failure to do so will result in the application being rejected.

CONSULAR OFFICER

Important notes

- Candidates are entitled to participate in the appointment process in the official language of their choice. They are asked to indicate their preferred official language in their application (English or French).
- Communication for this process will be sent via email. It is the responsibility of the candidate to ensure accurate contact information is provided and updated as required.
- Please note that some email systems may block emails from unknown users. Candidates should include an email address that accepts email from unknown users and regularly check their email, including junk mail.
- Candidates selected at the screening stage will be invited for further assessment. Methods of assessment may include, but are not limited to, a written examination, an oral interview, role-play, practical tests, presentations and/or psychometric assessment.
- Reference checks will be sought for candidates that reach interview stage and may form part of the selection process.
- The High Commission of Canada in Colombo does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.
- If candidates need any special assistance in terms of attending exams or interviews, then please let us know during the application process.
- The results of this competition may also be used to establish an eligibility list of staff for similar openings at the High Commission of Canada in Colombo, which might arise in the 12 months following the completion of this competition.
- If you have any questions at any stage of the process please send an email to CSDPDHHumanResources/RessourcesHumaines@international.gc.ca