

The Consulate General of Canada in New York is seeking to hire a Program Assistant to work in the Immigration section.

**Position:** Program Assistant

**Section:** Citizenship and Immigration Canada

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

**Level:** LE-05, Step 1

**Starting salary:** \$54,321 USD per annum (plus benefits)

**Competition no:** 2019-06

**Date Posted:** February 4, 2019

**Closing date:** February 19, 2019

**Employment Tenure:** There is one position available on an indeterminate basis. This competitive staffing process may be used to create an eligibility list of qualified candidates for this or a similar position with various tenures, including indeterminate, term, assignment/transfer, 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.

**Open to:**

- Persons living in the tri-state area of New York
- Employees of the Permanent Mission to the United Nations or Canadian Consulate General in New York.
- Employees of any Canadian Mission in the United States. Relocation will not be paid in any circumstance.
- Spouses and dependents of Canada-based staff in New York City.

**All applicants must:**

- Meet all of the Essential Requirements stated below.
- Be resident in the United States.
- Submit resumes and a **one-page cover letter** by the closing date. The one page cover letter must:
  - **Demonstrate how you meet the essential requirements under language, education and experience;**
  - **Confirm residency in the United States;**
  - **Confirm independent work authorization in the United States.**

**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 of the Immigration Program Manager or an Officer, supports the delivery of Immigration, Refugees and Citizenship Canada's (IRCC's) Programs through furthering the processing of applications using procedural expertise, assisting an Officer in reporting and liaison, program integrity, Visa Application Centre (VAC) governance, promotion and recruitment activities or other support to clients. Requires a developed knowledge of established guidelines and procedures. Exercises initiative in organizing work, tracking resources, and resolving difficult problems. Screens documentation, applications, and files; reviews for completeness and accuracy; identifies discrepancies; obtains and reviews data; seeks out missing or relevant information.

Assesses problematic cases and researches internal/external sources to resolve problems or discrepancies and supports program integrity. Replies to and prepares pre-formatted and original correspondence and reports. Plans for and guides support staff in the delivery of operational and processing services related to such areas as information management, electronic or hard copy, file creation, general application processing support. Provides a source of knowledgeable information and assistance to Officers, clients, stakeholders, both internal and external, on options, products, guidelines, local environment, and use of electronic support systems. Translates and interprets written and verbal information as required. Follows quality control guidelines to facilitate compliance and maintain database integrity.

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

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

**Essential requirements:**

- Demonstrate writing ability and attention to detail by relating their work experience to the position description.
- Candidates must demonstrate clearly how they meet the Education and Experience requirements listed below:

**Language:**

Fluency in English (both oral and written).

**Education:**

Completion of a post-secondary education credential of at least three years; or an acceptable combination of experience, education and training.

**Experience:**

- Minimum 2 years of recent\* corporate or government experience within a team environment providing services to the general public/clients in an administrative support or program assistant capacity.
- Experience with Microsoft Office Suite, i.e., Excel, Word, Outlook.

*\*Recent experience is defined as within the last 3 years.*

**Rated requirements:**

Candidates who meet the Education and Experience requirements will be assessed on the following qualifications. The assessment may be a written test, an interview, an in-basket exercise, a skills test, or any combination of these methods.

**Abilities/Knowledge:**

- Experience using on-line information management systems;
- Ability to use Microsoft Office Suite, i.e., Excel, Word, Outlook and general computer skills;
- Ability to organize/ prioritize own work;
- Ability to compose business correspondence in English;
- Ability to multi task with multiple interruptions from telephone, email, managers, and colleagues;
- Attention to detail; and
- Ability to work independently when required or as part of a team.

**Personal Suitability:**

- Proven team player;
- Adaptability and flexibility;
- Client focused;
- Effective interactive communication;
- Initiative;
- Sound judgement; and
- Integrity reflective of department standards of values and ethics and privacy protection.

**Asset qualification:**

- Fluency in French (both oral and written).
- Bachelor's degree.

**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 Consulate General is committed to conducting inclusive, barrier-free selection processes.

The Consulate General offers a competitive salary, generous leave and a strong benefits package to include medical, dental, long term disability, and a pension plan to name a few.

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**Hours of Work:**

Normal hours of work for this position are in accordance with the Locally Engaged Staff (LES) regulations of 37.50 hours per week. Occasional overtime, including evenings and weekends, may be required with advance notice.

**Method of application:**

All applicants should apply via: <http://www.wfca-tpce.com/vacancyView.php?requirementId=3040&source=PO>. In completing their applications, candidates will confirm that they meet all the essential requirements and relate their work experience to the position description. Hard copy applications will not be accepted.