

This is an exciting opportunity to work with the Canadian Consulate General in New York and the Permanent Mission of Canada to the United Nations - modern organisations that focuses on its core business to provide key services to Canada and Canadians in a timely, cost-effective manner. The Canadian Consulate General in New York is seeking someone who is innovative, skilled and ready to work with employees to implement an innovative new approach to service delivery. Our employees benefit from working in a leading-edge foreign and trade ministry that meets the test of relevance and accountability.

**Position title:** Receptionist (English and French language skills required)

**Section:** Administration

**Location:** Consulate General of Canada in New York and the Permanent Mission of Canada to the United Nations.

**Position no:** EXT-300322

**Level:** LE-04

**Starting salary:** US\$48782 plus benefits

**Competition no:** 2019-31

**Date posted:** February 28, 2020

**Closing date:** March 8, 2020 (5PM EST)

**Employment Tenure:** There is one term position available, having a specified period of employment of approximately eight (8) months, with the possibility of a term extension or a change in status to indeterminate based on operational needs. This competitive staffing process may be used to create an eligibility list of qualified candidates for this position and similar positions with various tenures, including indeterminate, term, emergency (temporary) assignment/transfer, and/or acting opportunities at the Consulate General of Canada in New York. When you submit your application, you must specify all types of employment tenures for which you wish to be considered, e.g., indeterminate, term, emergency (temporary) assignment /transfer, and/or acting.

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**Open to:**

- Persons living in the Tri State area of New York, NJ and CT
- Employees of the Embassy of Canada in Washington, D.C.
- Employees of any Canadian Mission in the U.S.
- Spouses and dependents of Canada-based staff at the Consulate General of Canada.

Note: Relocation will not be paid in any circumstance.

**All applicants must:**

- Meet all of the essential qualifications stated below.
- Have independent work authorization in the U.S. and status in accordance with U.S. protocol directives for foreign missions.
- Reside in the United States.
- Submit your resume and a one-page cover letter by the closing date. The cover letter must:
  - ✓ Specify, using concrete examples, how you meet the essential requirements for this position.
  - ✓ Confirm residency in the United States;
  - ✓ Confirm independent work authorization in the United States. (US Citizen, U.S Legal Permanent Resident (LPR), or specific visa categories (e.g. dependents of Diplomatic and Official Visas holders)) as required by the Department of State for employment in a foreign mission.

**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 the general supervision of the Consular Officer the Receptionist operates the central telephone switchboard in both official languages; provides concise and accurate information in both official languages to visitors and callers concerning the Consulate General of Canada and Permanent Mission of Canada to the United Nations, services we provide and Canada in general; controls access and provides a front line security system, receives and directs courier and hand-delivered mail, provides general administrative support, including such tasks as data entry, scanning, filing and performs other related duties.

**Language requirement:**

Fluency in English and French (both oral and written). Please indicate your level of knowledge in each language in your application. Persons meeting the Essential Requirements will be tested on their fluency.

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

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

**Essential requirements:**

Candidates must demonstrate clearly how they meet the Education and Experience requirements listed below:

**Education:**

Successful completion of post-secondary school.

**Experience:**

- Minimum of two (2) years of recent experience providing receptionist or extensive front-line customer service in a Corporate or Government office setting, which involved responding to inquiries from the public;
- Minimum of two (2) years of recent experience providing administrative support services to a diverse work team; and
- Experience using MS Office Suite, e.g., Word, Excel, and Outlook as well as Internet research.

*\*Recent as defined in the last 5 years.*

**Rated requirements:**

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

**Knowledge:**

- Knowledge of general administrative principles, including but not limited to filing, office organizational procedures, generally accepted meeting, email & phone etiquette, etc.; and
- Knowledge of and demonstrated proficiency in computer software and systems, such as Microsoft Office Suite, such as Word, Excel, and Outlook.

**Abilities:**

- Communicate in English and French, both orally and in writing;
- Provide effective client service in person, by telephone, and electronically;
- Maintain composure when dealing with unusual situations or difficult clients;
- Assess situations that involve a security or safety issue;

- Ability to prioritize and organize work and
- Ability to provide administrative support services.

**Personal Suitability:**

- Effective interpersonal skills;
- Sound judgment;
- Punctual/Dependable;
- Adaptable and flexible; and
- Collegial (team player).

**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 will also be carried out.

Our organization offers an inclusive workplace where respect, teamwork, and collaboration are part of our culture.

Canada's missions abroad are committed to promoting and supporting an environment free from harassment and discrimination, as well as encouraging and supporting employees to learn and develop their skills and competencies.

We offer 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.

**Hours of work:**

Normal hours of work for this position are in accordance with the Locally Engaged Staff (LES) regulations of 37.5 hours per week. Must be willing to work in an area separate from the group and during the specific business hours (9AM – 5PM M-F).

**Method of application:**

All applicants should **apply by March 8, 2020(5PM EST)** via <http://www.wfca-tpce.com/vacancyView.php?requirementId=3964&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.