

Receptionist

Position Title: Receptionist

Appointment Process No: 2021-DUBAI-02

Term Type: 10 months' term appointment with possibility of Extension

Term Details: This position is a LES (Locally Engaged Staff) position, subject to the Terms and Conditions of Employment for LES in the United Arab Emirates

Department: Consulate General of Canada in Dubai

Number of Vacancies: 1

Job Category: Common Services

Level: Assistant

Classification: LE-A2

Salary: 165,526 AED per annum, gross (under review)

Location: Consulate General of Canada in Dubai

Closing date: April 11, 2021, at midnight UTC/GMT

Summary of Duties

Under the general supervision of the Management Consular Officer, operates the central telephone system serving all programs of the mission; provides general information to the visitors related to the consular, immigration and commercial programs of the mission, answers general enquiries on Canada. In addition, provides consular support to Canadians in Dubai and Northern Emirates; participates in the delivery of passport and citizenship services to Canadians and performs other duties as required.

Area of selection/Eligibility

Open to external applicants (with a valid work/residency permit holders residing in the UAE during the assessment period and covering the entire period of employment requested. In addition, the selected candidate must provide a local address as proof of UAE residence) and to employees occupying an indeterminate or term position at the Embassy of Canada in Abu Dhabi or the Consulate General of Canada in Dubai, who meet all of the essential qualifications 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 factor.

The Government of Canada offers an inclusive workplace where respect, teamwork, and collaboration are part of the organizational 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.

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: Completion of post secondary education program from a recognized institution or an acceptable combination of education and experience.

Language: Fluency in English and French (spoken, written, comprehension)

Experience:

- Minimum 1 year of recent experience providing services to clients in person, electronically and by telephone in a diplomatic mission or international organization having a multicultural work environment.
- Experience working with computers and a wide variety of office software applications including the Microsoft Office Suite (Excel, Word, Outlook, Teams).
- Experience working in an office environment with standard office procedures.

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:

- Excellent knowledge of Client Service
- Knowledge of Canada and general government services
- Knowledge of Global Affairs Canada and its mandate
- Knowledge of Official Government of Canada travel information

Abilities/Competencies:

- Ability to multi-task in a fast-paced environment
- Ability to maintain a positive attitude and a pleasant demeanor when dealing with individuals who are emotional or upset
- Ability to communicate effectively
- Ability to prioritize/Organizational skills
- Initiative/Judgement
- Teamwork

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.

- Fluency in Arabic (oral and written).
- Experience working for an Embassy or Consulate of Canada abroad.
- Experience living, studying or working in Canada.

Operational Requirements:

- Ability to work overtime as and when needed;

Conditions of employments:

- Able to obtain and maintain a Government of Canada Reliability Status clearance;
- Must be a resident of the UAE during the time of hire and eligible to work in UAE;
- Must hold a valid UAE work permit or no impediments to receive one;
- Maintenance of a valid passport;
- As a member of the Canadian diplomatic presence abroad, required to adhere to Canada's Code on Values & Ethics.

How to apply:

- Applications will only be considered when received through our portal. Please apply using below link : http://chc.amris.com/wizards_v2/chc/vacancyView.php?requirementId=4433&

- Candidates are required to upload a cover letter and CV in English or French. Applications which do not include the requested documents or information in the CV or cover letter will be rejected. Any additional information must be included as part of these two attachments.
- Short-listed candidates will be asked to provide at least 2 recent references. The successful candidate will be asked to provide us with a clean police certificate and credit report to obtain the necessary security clearance.
- 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.

Important Notes

- Only applications submitted in one of the official languages of Canada will be accepted (English or French).
- Candidates are entitled to participate in the recruitment process in the official language of their choice and to indicate their preferred official language in their application.
- Communication for this process will be sent via email. It is the responsibility of the candidates to ensure accurate contact information is provided and updated as required.
- Candidates who apply to this vacancy should include an email address that accepts email from unknown users and regularly check their email, including spam folder.
- Reference checks will be sought for candidates that reach interview stage and may form part of the selection process.
- The Consulate General of Canada in Dubai does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.
- Candidates requiring any special assistance in attending exams or interviews are requested to inform us.
- The results of this recruitment process may also be used to establish an eligibility list of qualified candidates for indeterminate/term/emergency openings for similar positions at the Consulate General of Canada in Dubai which might arise in the 24 months following the completion of this recruitment process.
- If you have any questions at any stage of the recruitment process, please send an email to: CSDPDHHumanResources/RessourcesHumaines@international.gc.ca