

Anticipatory Program Assistant

Position title: Anticipatory Program Assistant

Appointment Process No: 2021-RMLAH-005

Type: Term/Indeterminate

Employment details: This position is a LES (Locally Engaged Staff) position, subject to the Terms and Conditions of Employment for LES in Ramallah, West Bank. This staffing process will serve to build an eligibility list at the LE-A2 level to be used for indeterminate, term, or temporary appointments at this level.

Department: Representative Office of Canada to Palestinian Authority

Number of Vacancies: 1

Job Category: Administration

Level: Assistant

Classification: LE-A2

Salary range: Starting at ILS 138,039.00 gross per annum plus 13th month bonus

Location: Ramallah, West Bank

Closing date: 31st July 2021 23h59m UTC+1/GMT+1.

Summary of Duties:

Under the direct supervision of a Program Manager, Deputy Program Manager or a Program Officer provides advice and information to internal and external clients based on the use or adaptation of standard rules, practices and procedures pertaining to various types of requests; prepares standard documents and forms on different systems for different recipients; drafts written correspondence; obtains required approvals and signatures to ensure compliance with policies and procedures; submits and sends approved documents as required. In accordance with classification of documentation policy, creates paper and/or electronic files; maintains records/data, files, lists databases and statistics. Researches and compiles data, verifies documents and information for completeness/accuracy and identifies and resolves discrepancies. Maintains a network of operational contacts with local and foreign governments, service providers, suppliers, organizations and agencies, and local industries. May act as point of contact for service providers and suppliers. Responds to routine enquiries for documentation or information related to area(s) of responsibility from internal or external clients. Coordinates meetings, events, schedules or travel. May directly coordinate the work of non-office position(s) and may be required to make unofficial translation/interpretation for internal use; escort headquarters personnel, visitors, or contractors and provide a variety of support activities in exceptional circumstances, such as high-level visits, conferences, and crisis/emergency situations.

Area of selection/Eligibility:

The competition is open to all persons who have the right to work legally in the West Bank and Israel, or right to work legally in the West Bank and travel to Israel. 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. All applicants must submit a resume and a cover letter by the closing date. The cover letter must specify, using concrete examples, how the applicant meets the education, language and experience requirements listed below. Only applicants who clearly demonstrate through their application that they meet the education, language and experience requirements will be contacted for further assessment.

Mandatory Qualifications for all positions

Education:

A post-secondary degree from a recognized post-secondary institution or a combination of education, training and/or experience.

Language:

- Fluency in English language (oral and written)
- Fluency in Arabic language (oral and written)

Experience:

- At least two (2) years of recent (within the past five (5) years) relevant experience working as administrative assistant or in a similar position for a corporate organization, foreign mission or other government office or international organization;
- Experience providing client service and working with external service providers.

Additional Mandatory Qualification for 1 position

For 1 position, interested and eligible candidates are also required to demonstrate how they meet the following language requirement in addition to the mandatory qualifications mentioned above for all positions

- Fluency in Hebrew language (oral and written)

**please note Hebrew fluency will also be assessed by a variety of means including but not limited to a written assessment and interview.*

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:

- Knowledge of administrative and office procedures;
- Knowledge of basic financial procedures;
- Knowledge of procurement and inventory management practices;
- Knowledge of Microsoft Office products including Word, Excel and PowerPoint.

Abilities/Competencies:

- Ability to accurately prepare charts, tables, letters and reports;
- Ability to follow instructions and apply rules and regulations;
- Ability to communicate effectively with clients, both orally and in writing in English and Arabic;
- Ability to research, analyze and evaluate information effectively;
- Ability to work in a team;
- Initiative, good judgement and client focus.
- Ability to work under pressure;
- Flexibility and adaptability;
- Attention to detail/accuracy;
- Interpersonal skills (Tact, Diplomacy, Discretion)
- Ability to interact effectively with people from diverse cultures.

Asset Qualifications:

Preference may be given to candidates who have the following asset qualifications:

- Fluency in French language (oral and written)
- Experience in collaborating with representatives of local authorities.
- Experience in Interior Design
- Experience with Consular Services (Passports/Visas/Client Service)
- Knowledge of international shipping practices and customs procedures

If candidates meet the factors listed in the asset qualifications, they must also clearly demonstrate how they meet these factors in their covering letter.

Operational Requirements:

- Ability to work occasional overtime (evenings, weekends if necessary).
- Ability to travel and attend offsite meetings.

Conditions of Employment:

- Right to work legally in the West Bank and Israel, or right to work legally in the West Bank and travel to Israel.
- Able to obtain and retain an enhanced reliability clearance.
- Before an offer of employment can be made, candidates must provide a local address as proof of residence in the specific country, city or region, so that if selected, it will appear on the offer letter.

How to apply:

- Please follow the link <https://www.wfca-tpce.com/vacancyView.php?requirementId=4569&> and complete the online application form. Candidates are also required to upload a CV and a covering letter. Applications which do not include all of the requested documents or information will be rejected.
- The cover letter must follow the following prescribed format and should clearly explain how you meet all the mandatory criteria:
 - Title (mandatory criteria) - Explanation in 150 words or less on how you meet the criteria with concrete examples that demonstrate how you meet each criterion. The maximum word count allowed for each of the criteria is 150 words. Failure to follow the format or answering with more than the word count will automatically lead to disqualification.
 - For example, the mandatory criteria expected to be covered for all positions are (150 words max per bullet points):
 - A post-secondary degree from a recognized post-secondary institution or a combination of education, training and/or experience.
 - Fluency in English language (oral and written)
 - Fluency in Arabic language (oral and written)
 - At least two (2) years of recent (within the past five (5) years) relevant experience working as administrative assistant or in a similar position for a corporate organization, foreign mission or other government office or international organization;
 - Experience providing client service and working with external service providers.
 - Candidates must demonstrate concisely in their cover letter how they meet the essential and asset qualifications.
- 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 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.
- Reference checks will be sought for candidates that reach interview stage and may form part of the selection process.

- Please note that the Representative Office of Canada to the Palestinian Authority in Ramallah does not sponsor work permits directly or indirectly.
- 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 Representative Office of Canada to the Palestinian Authority in Ramallah, which might arise in the 24 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