

Common Services Clerk

Position title : Common Services Clerk
Appointment Process N° : 2021-ABDBI-07
Term Type : Indeterminate
Job Type : This position is a LES (Locally Engaged Staff) position, subject to the Terms & Conditions of Employment for LES in Abu Dhabi, UAE.
Department : Embassy of Canada in Abu Dhabi, United Arab Emirates
Number of Vacancies : 1
Job Category : Common Services
Level : Assistant
Classification : LE-A1
Salary : AED 138,038 gross per annum
Location : Embassy of Canada in Abu Dhabi, UAE
Close date : September 29th 2021 at 23:59 hrs UTC / GMT+1

Summary of Duties

The position is a clerical support level position of the Common Services Program. The incumbent is responsible for providing following services in the mission:

- Organizes and implements one or more specific functions of the materiel management business line, which is responsible for the contracting, purchasing, receipt, inventory, storage, distribution, maintenance and repair, and disposal of materiel for the mission. Materiel may include major and minor appliances, technical equipment, household furnishings, office furniture, carpets, drapes, tools, spare parts, office supplies, hospitality equipment and pack up kits.
- Provides mail services to the mission by receiving, sorting and recording incoming mail for pick up or internal delivery; sorting, recording, preparing and ensuring delivery of outgoing mail; and arranging for delivery of "by-hand" letters and documents.
- Provides administrative assistant services to one or more officers and provides clerical support to the entire program. Activities may include receiving telephone calls and visitors; explaining the services and procedures of the Program and providing all the necessary documents and forms upon request; preparing letters and memoranda of a routine nature for signature; arranging program meetings; arranging business and hospitality appointments; events coordination and maintaining the mission's staff directory.
- In accordance with classification of documentation policy, maintains electronic and paper records/data, files, lists and databases such as inventories, visitor logs, invoice tracking charts, etc.; enters data in departmental integrated automated financial, procurement and HRMS systems; and keeps various manuals and publications up to date for office reference purposes.

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 or disability. Note: Relocation expenses will not be paid in any circumstance; Candidates with tourist or visit visa not eligible.

Essential Qualifications

Common Services Clerk

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 and experience requirements listed below.* Only applicants who clearly demonstrate through their application that they meet the education and experience requirements will be contacted for further assessment.

Education:

Completion of secondary/high school level or above.

Language:

Fluency in English (written and spoken)

Experience:

Minimum two (2) years of recent (within the past five (5) years) overall work experience as a combination in the following three areas:

- Experience in providing facilities management services in an organization or processing requests for procurement, maintenance, repair and replacement of material assets;
- Experience providing client services (internal and external);
- Experience in providing administrative support and maintaining record keeping.

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.

Candidates being considered for the position will be called to undergo an evaluation process that will include an interview. Skills and/or knowledge tests may be conducted prior and/or subsequent to the interview in order to assist the selection board in assessing the applicant's suitability for the position.

Knowledge:

- Knowledge of property management involving villas/flats and facilities
- Knowledge of local practices pertaining to property leasing and maintenance
- Basic technical knowledge of property maintenance and/or common building systems such as plumbing, electrical and HVAC related works.
- Knowledge of basic office support work including reporting, filing and/or other tasks assigned when required.
- General knowledge of Microsoft Office Suite. Intermediate knowledge of MS Excel

Abilities/Competencies:

- Effective communication skills
- Client focus / Customer service
- Adaptability and flexibility
- Effective prioritization
- Team player
- Attention to detail & quality
- Network/alliance building
- Discretion and honesty
- Ability to handle pressure and perform under demanding situations

Common Services Clerk

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.

- A graduate degree from a recognized university
- Property management experience within the Emirate of Abu Dhabi
- Functional ability to communicate in Arabic and/or Hindi and/or Tagalog and/or Malayalam
- Familiar with local laws pertaining to leasing, contracting, property management issues.
- Previous experience working in an Embassy of Government agency

Operational Requirements

- Ability to work overtime as and when needed;
- Ability to perform moving services of heavy furniture and appliances
- Ability to work in hot climates for extended amount of time

Conditions of Employment (must be met)

- 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;
- Must have a driver's license with ability to get UAE drivers license (if not already obtained) within 6 months.

How to apply

- Please follow the link (<https://www.wfca-tpce.com/vacancyView.php?requirementId=4628&>) and complete the online application form.
- Candidates are also required to upload a cover letter and CV in English or French. Applications which do not include all of the requested documents or information will be rejected.
- Short-listed candidates will be asked to provide at least 2 recent references and proof of their residence status. 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 Embassy of Canada in Abu Dhabi does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.

Common Services Clerk

- 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 similar openings at the Embassy of Canada in Abu Dhabi, which might arise in the 12 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