

CONSULAR OFFICER

Position title: Anticipatory Consular Officer

Appointment Process No.: 2021-AMMAN-C05

Term Type: Indeterminate

Term Details: This position is a LES (Locally Engaged Staff) position, subject to the Terms and Conditions of Employment for LES in Amman, Jordan. This staffing process will serve to build an eligibility list at the LE-O1 level to be used for indeterminate, term, or temporary appointments at this level.

Number of Vacancies: 1

Job Category: Consular

Level: Officer

Classification: LEO1

Salary range: Starting salary JOD 21,071 per annum plus 13th and 14th month bonus (pro-rata dependent on start date per LES Terms & Conditions)

Location: Amman, Jordan

Closing date: 8th December 2021 at 23:59 hours UTC/GMT

Summary of Duties

Under the direction of the Deputy Management Consular Officer (DMCO Consular): delivers consular, passport, citizenship, emergency management and notarial services; provides support to Canadian citizens and manages consular cases such as arrest/detention, medical assistance and financial assistance, among others; manages the consular services cost recovery program; contributes to internal and external communications/correspondence; drafts materials; conducts research; provides unofficial translation services; prepares diplomatic notes in English and Arabic; and performs other consular duties as required.

Area of selection/Eligibility

This position is open to internal and external candidates legally eligible to work in Jordan. Candidates must meet all of the essential requirements stated below and applications must be received by the closing date.

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.

The Government of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise us in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Essential Qualifications

Candidates will initially be screened against the Essential Qualifications relating to education, language and experience. **Candidates must clearly demonstrate in their cover letter and curriculum vitae (CV) how they meet each of these Essential Qualifications.**

Education:

- Successfully completed Bachelor's Degree from a recognized University.

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Language:

- Advanced proficiency in English (spoken, written and comprehension)
- Advanced proficiency in Arabic (spoken, written and comprehension)

Experience:

- At least three (3) years of recent (within the past six (6) years) experience:
 - providing customer/client service/support in a position for a corporate organization, foreign mission or other government office, or international organization;
 - collaborating and liaising with representatives of the Government of Jordan or with foreign governments or international organizations, to obtain government services;
 - providing advice, briefings, presentations, and written reports to clients and/or management.

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 of:

- Knowledge of Canadian consular services and legislation.
- Knowledge of Jordanian government ministries and mandates.

Ability/Competencies

- Effective communication skills in English and Arabic - oral and written.
- Ability to set priorities, multi-task and manage time/workload effectively
- Ability to research, analyze and summarize information effectively
- Client-focused customer service approach and ability to deal with difficult clients.
- Proficiency in the use of office technology and tools, including MS Office and social media
- Adaptability & flexibility
- Strong interpersonal skills
- Judgement, tact and professional integrity
- Initiative and teamwork
- Focus on quality and detail
- Ability to establish and maintain a network of contacts with relevant stakeholders

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.

- Native Arabic and/or English
- Intermediate French | Limited working competence (spoken, written and comprehension) or higher
- Experience providing passport and consular services for a Government organization
- Work experience in Canada or in an organization with Canadian clients

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- Experience working in a Canadian diplomatic mission abroad

Operational Requirements

- Working hours 37.5 hours per week, 5 days a week
- Must be able to occasionally work planned overtime and unplanned overtime on short notice.

Conditions of Employment

Please note that conditions of employment are mandatory requirements for continued employment with the Embassy of Canada. These may be reviewed on a periodic basis and failure to meet any of the mandatory conditions may result in a change to employment status up to and including dismissal.

- Ability to obtain and maintain a Reliability Status security level (including a criminal record and credit check).
- Proof of eligibility to work in Jordan and copies of educational qualifications will be required at the interview stage of the process.
- All new hires on or after the effective date of October 6, 2021 are required to be fully vaccinated against COVID-19 as a condition of employment and to attest that they are fully vaccinated against COVID-19 prior to their starting date unless accommodation measures are granted.

How to apply

- Please follow the link (<https://www.wfca-tpce.com/vacancyView.php?requirementId=4725&>) and complete the online application form.
- Applicants must submit a cover letter and a CV clearly demonstrating how they meet the education, language and experience required for the position.
- Applications which do not include all of the requested documents or information will be rejected.
- 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

- 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.
- Candidates selected at the screening stage will be invited for further assessment. 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.
- Reference checks will be sought for candidates that reach interview stage and may form part of the selection process.
- The Embassy of Canada to Jordan does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.
- If candidates need any special assistance in terms of attending exams or interviews, please let us know during the application process.

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- The results of this competition may also be used to establish an eligibility list of staff for similar openings at the Embassy of Canada to Jordan which might arise in the 12 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