



Organisation internationale pour les migrations (OIM)  
L'organisme des Nations Unies chargé des migrations

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## **VACANCY NOTICE**

### **IOM TUNIS: VATN/2019-020**

### **CVAC Intern**

### **Extension**

The UN agency for Migration – IOM Tunisia is looking for **Two CVAC (Canada Visa Application Center) Intern** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications PHF/CVs and cover letter specifying the motivation for applications to [Tunisrecruitment@iom.int](mailto:Tunisrecruitment@iom.int) no later than the **14<sup>th</sup> of Mai 2019**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

<b>Duty Station:</b>	CVAC Tunis, Tunisia
<b>Position Title:</b>	CANVAC Intern
<b>Classification:</b>	Internship
<b>Type of Appointment :</b>	6 months
<b>Estimated starting date:</b>	ASAP
<b>Reference Code:</b>	VATN/2019-020

#### **Duties and Responsibilities:**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

Under the general oversight of the Immigration, Border Management (IBM) Division's Immigration & Visa Support Solutions (IVSS) Unit at HQ & Sub Regional Coordinator, with overall guidance of chief of mission in Tunis and direct supervision of CVAC Team leader, the Incumbent will provide administrative support for the Canadian Visa Application Centre operated by IOM.



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**Essential Functions Include:**

The selected candidate particularly will:

1. Participate in the service excellence to applicants at all times, in full compliance with the Immigration, Refugees Citizenship Canada (IRCC) Statement of Work (SOW) and the CIC Service Standards;
2. Assist in the provision of client information: distribution of application forms, information sheets and checklists regarding visa requirements;
3. Assist with telephone and e-mail inquiries from clients, including requirements for submitting visa applications and the location of client's passport, providing timely and accurate information to clients; informing clients of any changes to visa requirements or submission procedures;
4. Provide "Value Added Services" assistance when requested by clients;
5. Ensure the delivery of applications and passports from the VAC to-and-from the Visa office;
6. Scan applications into CANVAC software's barcode scanning system;
7. Assist and ensure that all applications are checked and classified in required order. Ensure that applications are delivered and forwarded to the team leader for validation with no errors;
8. Maintain a professional appearance and migrant friendly demeanor at all times;
9. Maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and IRCC staff locally;
10. Immediately inform management of any problems or issues related to her/his daily work and regularly make suggestions on how to improve efficiency and client service;
11. Comply with the IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", IOM Standards of Conduct", Policy and Procedures for Preventing and Responding to Sexual



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Exploitation and Abuse (PSEA) and the “IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct”;

12. Such other duties as may be assigned by CVAC team leader, the Chief of Mission, sub-regional coordinator, FMS/IBM Unit at HQ.

**Desirable Qualifications and Experience:**

- a) Completed university degree from an accredited academic institution, preferably in English or French languages;
- b) Demonstrated interest in working in international organizations and client service field;
- c) Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- d) Strong interpersonal & intercultural skills with an attention to detail.
- e) Team player, 100% integrity);
- f) Good working knowledge in Excel software;
- g) Computer literate with the ability to quickly learn new systems.

**Languages:**

Fluency in Arabic/ French and good knowledge of English.