



## **IOM TUNISIA: VACANCY NOTICE**

**TN2024-007**

**CVAC Intern**

The UN agency for Migration – IOM Tunisia is looking for an **CVAC Intern** according to the terms of reference stipulated below. Interested candidates are invited to apply on

[RecruitmentTunis@iom.int](mailto:RecruitmentTunis@iom.int) before **03/05/2024**

Duty Station : Tunis, Tunisia  
Position Title : CVAC Intern  
Classification : Internship  
Type of Appointment : 6 months  
Estimated starting date : June 2024  
Reference Code : TN2024-006

### **Organizational Context and Scope:**

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.

### **Duties and Responsibilities:**

1. Provide client service excellence to applicants at all times, in full compliance with the Immigration, Refugees Citizenship Canada (IRCC) Statement of Work (SOW) and the IRCC Service Standards.
2. Assist in the provision of client information: distribution of application forms, information sheets and checklists regarding visa requirements; assist with telephone, chat 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; providing assistance to clients with Value Added

- Services. Informing clients of any changes to visa requirements or submission procedures.
3. Ensure the delivery of applications and passports from the VAC Visa office and vice versa for the passports.
  4. Scanning applications into CANVAC software's barcode scanning system.
  5. Maintain a professional appearance and migrant friendly demeanor at all times.
  6. Maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and IRCC staff locally.
  7. 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.
  8. 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 Exploitation and Abuse (PSEA) and the "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct".
  9. Such other duties as may be assigned by team leader, the Chief of Mission, sub-regional coordinator, regional manager, FMS/IBM Unit at HQ.

### **Desirable Qualifications and Experience:**

- At the time of application, candidates are required to have recently completed (within a period of 1 year) or be enrolled in a graduate degree or the final year of an undergraduate program from an accredited academic institution, preferably in English/French languages or Computer sciences.
- Demonstrated interest in working in international organizations and client service field.
- Computer literate with the ability to quickly learn new systems.
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities.
- Excellent computer skills, especially in MS Office;
- Strong interpersonal & intercultural skills with an attention to detail;
- Team player; 100% integrity

### **Skills :**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of all clients, including donors, governments, and project beneficiaries

### **Continuous Learning**

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

### **Communication**

- Actively shares relevant information

- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adjusting wording to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

**Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

**Languages:**

- Full fluency in written and spoken French and English. Knowledge of Arabic is an advantage.

**Posting**

- From 19/04/2024 to 03/05/2024