



TERMS OF REFERENCE

I. POSITION INFORMATION	
Position title	CANVAC Intern
Position grade	UG
Duty station	Pristina, Kosovo
Seniority band:	Operations
Job family:	Operations
Organizational unit:	
Position number	
Position rated "	No
Reporting directly to	CVAC Manager in Pristina
Overall supervision by	Chief of Mission, Kosovo
Managerial responsibility	No
Directly reporting staff	No

II. ORGANIZATIONAL CONTEXT AND SCOPE
<p>Under the general oversight of the Immigration & Border Management (IBM) Division's Facilitated Migration Services (FMS) at HQ and reporting directly to the VAC Manager programmatically and directly to the Chief of Mission administratively, the Incumbent will provide administrative support for the Canada Visa Application Centre operated by IOM; particularly s/he will:</p>

III. RESPONSIBILITIES AND ACCOUNTABILITIES
<ol style="list-style-type: none">1. Provide client service excellence to IRCC applicants at all times, in full compliance with the 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, fax, e-mail, chat and SMS inquiries from clients (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added. Informing clients of any changes to visa requirements or submission procedures.3. Assist in the collection of complete applications as per IRCC checklists: provide guidance to clients on the proper completion of application forms, while reviewing and collecting same applications along with any supporting / additional documents, as required; record, dispatch and follow up on applications and passports; arrange appointments for visa applicants who require interview, as required.4. Maintain a professional appearance and migrant friendly demeanour at all times;5. Maintain positive working relationships with IOM's Lead VAC Partner, VFS Global and IRCC staff locally.6. 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.7. Comply with the <i>IOM Policy for a Respectful Working Environment</i>", "<i>IOM Confidentiality Agreement</i>", "<i>IOM Data Protection Manual</i>", <i>IOM Standards of Conduct</i>", and the "<i>IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct</i>".8. Such other duties as may be assigned

IOM Mission in Kosovo

IV. EDUCATION, LANGUAGE AND EXPERIENCE

- Current enrollment in or recently graduated from graduate-level degree in Business or Public Administration, Social Sciences, Political Sciences or equivalent, International Relations, Communications or related field
- Good organizational skills and follow-through;
- Strong interest and motivation in assisting CVAC applicants;
- Professional level English (writing skills writing sample may be requested);
- Working knowledge of Albanian or other local languages is an advantage;
- Strong personal commitment, efficiency, flexibility, and ability to work effectively and harmoniously within a team and with colleagues from varied cultures and professional backgrounds;
- Computer literacy (proficiency in Microsoft applications as a minimum);

Travel costs connected with the internship must be borne by the nominating institution or by the applicant. All travel and accommodation arrangements will have to be undertaken by the applicant.

For internationally recruited Interns: applicant will be requested to provide proof of medical insurance with world-wide coverage including evacuation and repatriation valid for the entire duration of the internship.

Other

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Kosovo will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their applications – Personal History Form (klick [here](#) to download) and Cover Letter to IOMPristinaApplications@iom.int by 28.08.2022 midnight at the latest, referring to **CFA 2022/08042** in the subject line.

In order for an application to be considered valid, IOM only accepts applications duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 04.08.2022 to 28.08.2022

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.