



## Ard-Chonsalacht na hÉireann Consulate General of Ireland

### Visa Officer at the Consulate General of Ireland, Chicago

#### Consulate General of Ireland in Chicago

The Consulate General of Ireland in Chicago is responsible for representing and promoting Ireland in the Midwest region of the USA. Reporting to the Embassy of Ireland in Washington DC, the Consulate focuses on a wide range of issues including economic, political and cultural work, consular affairs, and engagement with the large Irish and Irish American community in the Chicago area and the wider Midwest region.

#### Position Details / Visa Officer Role

The Visa Officer at the Consulate General of Ireland provides professional customer service and efficient, accurate system management and timely processing for members of the public applying for Visas and Working Holiday Authorisation. The role is also to support the consular goals of the local staff team.

Start Date:	18 December 2017 (or on an agreed date soon thereafter)
Contract Duration:	Ongoing, on successful completion of a one-year probationary period.
Working Hours:	Minimum 40 hours per week, with some additional hours on occasion.
Salary Starting Point:	\$34,206.64
Annual Leave:	Minimum 20 days per year, plus public holidays, as appropriate.
Eligibility:	Under US State requirements, the Consulate may only employ, as non-diplomatic staff, persons who are US citizens (a US passport, birth certificate or naturalisation certificate is required), or who are eligible to work in the USA (i.e. Green Card holders). <b>If you are not a US citizen or do not hold a Green Card, you are not eligible to work at the Consulate.</b> All candidates will be subject to background checks and security clearance. While a knowledge and/or experience of Ireland is an advantage, it is not a requirement to be an Irish citizen to apply for this position.
Closing Time/Date:	<b>5pm (CST) on Tuesday, 31 October, 2017</b>

#### Key Responsibilities

##### Processing of Visa and Working Holiday Authorisation Applications

- Process all visa and Working Holiday Authorisation applications in a timely and efficient manner using the online system of the Irish Naturalisation and Immigration Service (INIS).
- Maintain accurate data for incoming and issued visa and WHA applications, noting and record trends in regularly filed reports.
- Assist applicants with accuracy of submitted documentation via email, phone and at the public counter.
- Maintain highly level of organisation with respect to processing, filing and data storage.

## Local Team Support

- Assist with consular goals of local staff in passport processing, front office customer service and email/phone enquiries.
- Support local staff with planning and executing high-level visits and events.

## Consulate Representation

- Visa Officer may be asked to represent the Consulate General of Ireland at local events within the Irish and Irish-American community.
- Other office other duties, as assigned by either the Consul General or Vice Consul.

## Qualifications/Experience

- High school graduation diploma as a minimum. A third-level qualification (e.g. Bachelor's degree) and/or a secretarial qualification is also preferred.
- At least three years professional experience in an office-based, client or public-facing role is desired.
- A high level of proficiency in Microsoft Office applications, especially MS Outlook, MS Word, Excel and PowerPoint.
- Excellent written and oral English communication skills.
- Consistent, professional and personable approach to working in a small office environment, with a focus on reliability, punctuality and attention to detail.
- Highly organised, self-motivated with initiative and flexibility to develop and refine systems for greatest efficiency.
- A high level of discretion with sensitive information and data.
- A high level of interpersonal and customer service skills, particularly when dealing with members of the public.
- Commitment, reliability and attention to detail.
- An ability to work independently, as well as within a close knit team.
- Flexibility with working hours and an ability to deal with high-pressured situations.

## How to apply

Interested candidates should submit the following documents to the Consulate before 5pm CST on **Tuesday, 31 October, 2017:**

- Cover letter (1 page maximum) addressing how the candidate meets the qualifications, requirement and competencies outlined above
- Résumé (2 page maximum)
- Two nominated referees
- Copies of any relevant academic and professional qualifications

Please send applications by email only to [chicagocongen\[at\]dfa\[dot\].ie](mailto:chicagocongen[at]dfa[dot].ie) with the subject line "YOUR NAME – Visa Officer Application". \*

Shortlisted applicants must be available for interview at the Consulate General of Ireland, 1 E Wacker Drive, Chicago, on **Thursday, 30 November, 2017.**

*\*By submitting information electronically, parties accept that data may not be fully secure. Parties may alternatively send their submissions by post to: Consulate General of Ireland, 1 East Wacker Drive, Suite 1820, Chicago, IL 60601*

*Any personal information submitted to us will only be used for its intended purposes and will be destroyed when no longer needed. Any other processing or disclosure of personal data is not allowed other than in the exceptional circumstances provided for under the Data Protection Acts.*