

## Visa & Consular Assistant, Embassy of Mexico

The Embassy of Ireland in Mexico is recruiting a Visa & Consular Assistant to work as part of a small but busy team.

The successful candidate will be offered a one year contract, renewable for a further year subject to satisfactory performance.

### Role Profile

The new Visa & Consular Assistant will be expected to deliver professional and efficient consular and visa services to Irish citizens and other qualifying persons. Specific tasks will include:

- Processing visas for visa-required nationals (approx. 1500 visas per year are processed by the Embassy).
- Acting as the first point of contact in handling and monitoring public enquiries including face to face, telephone and written enquiries.
- Processing passports and issuing emergency travel documents.
- Processing Foreign Birth Registrations, Certificates de Coutume and issuing certifications.
- Working on consular cases, such as hospitalisations, deaths, detentions, victims of crime and cases of mental health.
- Liaising with internal stakeholders including Consular Division, the Passport Office and the Department of Justice and Equality and our network of Honorary Consuls.
- Liaising with external stakeholders including Irish citizens, Visa Facilitation Services, other Embassies, and government.
- Occasional out of hours duty (responding to emergency phone calls) at weekends.
- Other administrative duties as required, including providing admin support for the Embassy's public diplomacy events.

### Requirements

Essential:

- Oral and written fluency in English and Spanish (Qualifying Criteria).
- Post-Graduate Degree **OR** Bachelor's Degree in international relations, law, social sciences or other relevant field (Qualifying Criteria).
- Be an effective team member, and willing to be flexible in contributing to Embassy key deliverables.
- Be a proactive and creative self-starter with strong interpersonal skills who has the ability to learn quickly.
- Able to prioritise in a fast-paced work environment, sometimes working unsupervised, delivering to deadlines and agreed targets.
- Strong judgement and discretion, in particular, knowing when it is important to brief diplomats on evolving consular and other situations.
- Have excellent communication skills relating to relationship building both internally and externally to the Irish Embassy.
- Excellent interpersonal, written and oral communication skills.
- Computer literate, working with Microsoft Windows and able to manage information effectively with available computer systems.

Desirable:

- Casework experience/dealing with vulnerable people.

- Previous experience in visa processing.
- Good understanding of the government institutions and legal systems in Latin America.
- Experience in a customer service.

### Application procedure

Interested applicants should submit an application by email (in Microsoft Word or PDF) and in English to [Ariadna.Alcocer@dfa.ie](mailto:Ariadna.Alcocer@dfa.ie) on or before **close of business on Monday 29 January 2018** consisting of:

- A CV (maximum 2 pages) setting out the relevant qualifications and experience;
- The names and contact details of 3 referees\* that can testify to the character and the experience/qualifications of the applicant;
- Complete the attached application form in Annex 1 in **English**.
- A personal statement in **English** (maximum 400 words) detailing how you meet the **requirements** of the Role (education, knowledge, experience) and setting out your motivation for working for the Embassy of Ireland.

By submitting information electronically, applicants accept that data may not be fully secure.

Applicants may alternatively send their submissions by post (Embassy will not be responsible for delays to the postal system), to arrive by the closing date, to:

Embajada de Irlanda  
Cda. Blvd. M. Ávila Camacho 76-3  
Lomas de Chapultepec  
CP 11000, Ciudad de México, CDMX

### Conditions

The position on offer is a full time post on a temporary contract. Working hours are 08.30 – 17.30 Monday to Thursday and 08.30 – 13.30 on Fridays, with 20 days paid vacation per year.

### Selection Procedure

Only applications received on or before the deadline will be considered. The Embassy will acknowledge receipt of application.

Application will be shortlisted initially based on the criteria for the job set out above.

Only candidates who have been shortlisted will be called to interview. Interviews will be conducted in English and in Spanish (and candidates should expect to be questioned extensively in the language other than their mother tongue).

Letters of recommendations or references should not be submitted in any circumstances. Any attempt to canvass on behalf of an applicant will disqualify them from consideration from the post.

The Embassy is an Equal Opportunities Employer.

\* The Embassy will only contact referees if a candidate has been shortlisted for interview. At this point in the process, the candidate will be deemed to have given their consent to contact their nominated referees.

**Annex 1: Application form for Visa & Consular Assistant, Embassy of Ireland, Mexico**

Under each of the five headings please provide an example of your achievements which you would like bring to the attention of the interview board. Please provide summary information only – **strictly no more than 200 words per example. Any more will be disregarded.**

Candidates should be specific in their example, e.g. why it was important, how you went about it, what your specific role or contribution was and the impact or outcome.

**Please give an example of a time you worked well in a team (max 200 words)**

**Please give an example of a time you demonstrated strong communication skills (max 200 words)**

**Please give an example of a time you worked well under pressure to complete multiple tasks (max 200 words)**

**Please give an example of a time when you had to use your judgement and discretion in work (max 200 words)**

**Please give an example of a time you had to respond to an unhappy manager/customer/colleague in work (max 200 words)**