

Embassy of Ireland to the Russian Federation

Vacancy for Clerk Secretary in the Visa Office

The Embassy of Ireland is seeking to recruit two clerk secretaries to support the work of the Visa Office.

Job Description

The general duties of the clerk secretary in the Visa Office are set out below. Duties may vary from time to time based upon the requirements of the Embassy and may include other tasks. Flexibility and a willingness to assist in all aspects of the Embassy workload is essential and will be a key consideration in the annual performance review.

Customer Service

- Accept visa applications including fees
- Answer telephone and e-mail queries
- Return passports
- Accept appeals and present to Office Manager

Processing

- Check applications and supporting documentation received and attach to applications in the database
- File hard copy visa applications
- Maintain electronic registers of applications received / visas issued
- Print and affix visa stickers
- Reconcile visa fees with number of applications received on daily basis

Competencies Framework for Clerk Secretary

Customer Service & Communication Skills

- Actively listens to others and tries to understand their perspectives / requirements / needs
- Understands the steps or processes that customers must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Communicates clearly and fluently when speaking and in writing

Team Work

- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
- Offers own ideas and perspectives
- Understands own role in the team, making every effort to play his/her part

Drive and Commitment

- Consistently strives to perform at a high level and deliver a quality service
- Is thorough and conscientious, even if work is routine
- Is resilient, persevering in the face of challenges and setbacks
- Is personally honest and trustworthy
- At all times, acts with integrity

Delivery of Results

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

Information Management / Processing

- Approaches and delivers all work in a thorough and organised manner
- Follows procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts etc

Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc.
- Clearly understands the role, objectives and targets and how they fit into the work of the unit
- Is committed to self-development and continuously seeks to improve personal performance

Remuneration

The rate of pay will start at 76,475 Russian Roubles per month. Payment of salaries will be made monthly in Russian Roubles by bank transfer.

Annual increments may be granted in line with the local staff Performance Management and Development System. This system operates on the basis of annual reviews of your performance. A satisfactory performance review must be achieved in advance of any salary increment being awarded.

Hours of Attendance

As may be prescribed from time to time. At present, hours of attendance are fixed on the basis of 09.30 – 13.00, and 14.15 – 17.30, Monday to Friday. It should be stressed that punctuality is compulsory at all times and that there may be occasions when you are required to be available outside of office hours. This may include attending Embassy organised events as and when necessary.

APPLICATION

Completed application forms together with a resume in English, outlining relevant experience must be submitted by email to Marina.Snesareva@dfanet.ie by close 5:30pm on Friday, 15 December 2017.

It is proposed to conduct interviews in the week starting Monday, 15th of January 2018. Depending on the number of applications received, it may be necessary to shortlist candidates for interview.

Successful candidates will be required to submit the following documents before an offer of employment can be made:

- Police Certificate
- Medical Report
- Internal Passport
- Work Book
- Two References, including one from your current or most recent employer

For further information please contact Ms Marina Snesareva at Marina.Snesareva@dfanet.ie .