



Ambasáid na hÉireann Embassy of Ireland

Consular Officer and Receptionist

Embassy of Ireland, Vienna

Our mission is to promote and protect abroad the values, interests and economic well-being of Ireland and its people. We do this under the political direction of our Ministers, through our staff at home and through our Embassy network abroad.

The Embassy of Ireland, Vienna is seeking to recruit one full time Consular Officer & Receptionist. The precise range of duties for the position will vary over time according to the needs of the Embassy, but will include the following:

Roles and Responsibilities

1. Reception and administrative duties
 - Welcoming visitors and answering the phones, using English and German as appropriate. Providing information in response to queries, and where appropriate referring onwards to other colleagues. Maintaining high level of customer service at all times.
 - Administrative tasks including but not limited to providing cover and assistance to other members of staff, minor procurement, accounts, assistance with events, logistics, assistance with ministerial visits, assistance with St Patrick's Day, liaison with landlord and travel arrangements.
2. Consular duties
 - First point of contact for people seeking consular assistance. Working together with Second Secretary to provide suitable assistance. This may involve making contact with police, hospitals, Irish people requiring assistance and/or concerned families, in writing and/or over the phone, in English and in German.
 - Processing applications for passports and similar documentation, and providing guidance to applicants.
 - Participating in the roster for the provision of out-of-hours consular service.
 - Additional similar tasks, as required

Salary and Conditions

The contract will be for an initial two-year period, with the possibility of extension. The successful candidate will initially serve a one-month probationary period. The successful candidate will be expected to begin work on 1st June 2020.

The salary will be €38,612 gross per annum, paid in accordance with Austrian practice (incl. payments of 13th and 14th month salaries on a pro rata basis) and will be subject to Austrian tax and social security deductions.

This is a locally engaged position and successful candidates are responsible for their own accommodation.

The successful candidate will be entitled to 25 days annual leave calculated on a pro rata basis.

Employees are required to work a 35-hour week and should be prepared to show occasional flexibility in work patterns to accommodate Embassy supported events and urgent consular cases, as well as providing out-of-hours consular cover on a regular but infrequent basis, to be agreed upon appointment.

Candidate profile

To be eligible the following qualifications and competencies are required:

- Qualification relevant to the role of Consular Officer and Receptionist (minimum Level 5 in EU EQF);
- Fluency in English (minimum C1 standard);
- Fluency in German (minimum C1 standard);
- Minimum of two years relevant work experience;
- The legal right to work in Austria;
- Experience of administration and financial management;
- Effective teamwork and communication skills
- Strong IT skills (Microsoft Office i.e. Excel, Word etc.)

How to apply

Applicants must submit (i) a brief (one page max.) cover letter; (ii) their current Curriculum Vitae with a list of referees including current manager by 5pm (Vienna-time) on 5th February 2020.

Applications to be sent by e-mail to viennaem@dfa.ie or to be hand delivered to the Embassy of Ireland. Emails/Envelopes should be clearly marked Application for Consular Officer and Receptionist. All emails received will be acknowledged. Shortlisting of candidates is part of the recruitment process. Please note that only shortlisted applicants will be contacted.

Data Protection

All personal information received will be kept in line with GDPR and Data Protection guidelines.

Security Clearance for Local Staff

Police vetting will be sought in respect of individuals who come under consideration for appointment. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful, this information will be destroyed. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

*Please note that canvassing will disqualify applicants.
The Embassy of Ireland is committed to a policy of Equal Opportunity.*