

The Consulate General of Ireland is seeking applications for the position of Clerk Secretary. This is an initial 12 month contract in a busy office that has significant public-facing activity.

Job description

The successful candidate will work as a member of the support team in the Consulate General of Ireland to ensure the smooth delivery of customer services and the Consulate's promotion and outreach activities. This may include some of and is not limited to the following:

- General office/administrative duties which can include:
 - Accounts management, ordering/purchasing, procurement and compliance, paper and electronic filing, handling correspondence; managing post, e-mail and telephone enquiries, and other similar tasks
- Public Counter Assistance
- Consular services functions covering:
 - Passports, Visas, Citizenship & Freedom to Marry certificate applications
 - Consular assistance to Irish nationals in emergency situations
- Communicating by telephone and/or in writing with Department of Foreign Affairs and Trade headquarters, other Irish government departments/agencies and with local organisations and US government departments in delivery of responsibilities
- Assisting with the online presence and social media accounts of the Consulate
- Assisting with the Visit & Event program of the Consulate
- Assisting with administration of the Consulate's funding schemes
- Working in a personal assistant capacity to the Consul General, including diary management and travel planning
- Assistance in all other areas of the Consulate's work as and when required

The specific role profile of the successful candidate will be determined based on the business needs of the Consulate and may change as required. Flexibility and willingness to adapt is therefore essential.

Requirements

The successful candidate will have a proven track record in customer service skills with experience of working in a team environment. Excellent interpersonal, organizational and time management skills are required. You will be expected to deliver a quality service at a fast pace, have attention to detail, and be able to motivate to work on your own initiative. You will have to demonstrate excellent written and verbal communication skills. Candidates should be able to carry out the physical demands of the job, including light lifting. Ability to show commitment to and knowledge of the work of the Consulate General of Ireland will be an advantage.

This position requires a candidate who is flexible in working hours and willing to work early mornings or late evenings where required. Candidates will have a minimum of three years working experience and a track record of delivery in a similar office environment. Candidates must have a minimum of a Bachelor's Degree in business administration or similar. Competence in the use of the Microsoft Office suite is a prerequisite. A record in use of specialist software is an advantage, as is familiarity with using social media.

The successful candidate will be able to demonstrate a high level of commitment to the mission, goals and values of the Consulate General of Ireland, an office of the Department of Foreign Affairs and Trade.

To apply:

Please send your resumé with a detailed cover letter explaining your motivation for applying, how you meet the requirements and your desire to work for the Consulate General of Ireland.

Applications should be sent marked “clerk secretary application” by email to maire.nichriostail@dfa.ie by 5pm on 17 April 2019. Late applications will not be accepted.

A shortlist of applicants will be called to interview. You must be a legal resident of the United States of America to apply and must have the right to work in the USA.

Only candidates being called to interview will receive a follow-up communication. Interview will be competence-based and candidates will be required to outline specific examples in support of their skills and experiences.

References must be made available on request and referees must be willing to verify by phone. A background check will be carried out before employment is confirmed.

Canvassing will disqualify. Applications will not be discussed with third parties.

Data Protection

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

Background about the Organisation

The Consulate General of Ireland in New York promotes and protects Irish interests through its work with the Irish community in the region, promoting Irish economic interest, supporting the strong partnership between Ireland and the US, and providing a range of key consular services.

The Consulate General is one of a network of Irish representative offices across the US and Canada.