



Árd-Chonsalacht na hÉireann
Consulate General of Ireland

Office Assistant Vacancy

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 of Ireland in New York is recruiting for a temporary full-time position in its busy office that has significant public-facing activity. The Mission is one of a network of Irish representative offices across the US and Canada.

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:

- Public Counter Assistance
- Consular services functions covering:
 - Passports, Visas, Citizenship & Freedom to Marry certificate applications
 - Consular assistance to Irish nationals in emergency situations
- 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
- 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
- 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

To be eligible candidates are required to have:

- Previous relevant working experience and a track record of delivery in a similar office environment;
- Associate's Degree in a relevant discipline or evidence of relevant educational achievement;
- Legal entitlement to live and work in the United States of America;
- Fluency in English;

- Ability to carry out the physical demands of the job, including light lifting;
- Flexible in working hours and willing to work early mornings or late evenings where required.

Candidates will be expected to demonstrate:

- A proven track record in customer service skills with experience of working in a team environment;
- Excellent interpersonal, organizational and time management skills;
- Ability to deliver a quality service at a fast pace, attention to detail, self-motivated and ability to work on own initiative;
- Excellent written and verbal communication skills;
- Competence in the use of Microsoft Office Suite incl. Word, Outlook, Excel;
- A high level of discretion, commitment and reliability;
- Ability to show commitment to and knowledge of the work and values of the Consulate General of Ireland.

In addition to the essential criteria above, the following are an advantage:

- A record in use of specialist software
- Familiarity with using social media.

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 “**Office Assistant Application**” by email to maire.nichriostail@dfa.ie **by 5pm EST on 31 July 2019**. Late applications will not be accepted.

A shortlist of applicants will be called to interview. Only candidates called to interview will receive follow-up communication. The interview will be competency-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 panel of suitable applicants may be formed from which other similar positions may be filled.

The Consulate General of Ireland New York is an equal opportunities employer. Canvassing will automatically disqualify. Applications will not be discussed with third parties.

Data Protection Note:

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 (Ireland).

<https://www.dfa.ie/about-us/our-commitments/>

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.