



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Temporary Cover (5-month contract) - Clerk Secretary/ Consular Officer Position
Consulate General of Ireland, San Francisco

The mission of the Department of Foreign Affairs is to promote and protect abroad the values, interests and economic wellbeing of Ireland and its people, under the political direction of our Ministers, through our staff at home and our mission network abroad.

The Consulate General of Ireland, San Francisco works to promote and protect Irish interests in the Western United States, through working with the Irish community, promoting Irish economic interests, supporting the strong partnership between Ireland and the states of the Western US, and helping Irish citizens in difficulty.

The Consulate also provides a range of key consular services: processing visa applications; authenticating documents; providing information on travelling to, living and working in Ireland, and much more.

The Consulate General is currently recruiting for **one** resourceful, proactive and flexible individual to temporarily fill the position of **Clerk Secretary/ Consular Officer** at our busy team for a period of five months.

Roles and Responsibilities:

The precise range of duties will vary over time according to the needs of the Consulate, but will include the following:

- Front of house' work representation, meeting citizens during Consular public hours;
- Providing excellent customer service at the Consulate's public office;
- Providing assistance to Irish citizens, and their families, who are in difficulty;
- Responding to public queries received by the Consulate over telephone and email;
- Assisting diplomatic staff with event planning and logistics;
- Working with local welfare and emergency partners;
- Providing administrative support to the Mission;
- Working in our web chat function in answering queries from Irish passport applicants;
- Assisting in processing emergency travel documents;
- Other duties as required from time to time and directed by the Deputy Head of Mission as necessary.

Essential Requirements candidates must be able to demonstrate:

- A minimum of 12 months' relevant professional experience in this area;
- Excellent interpersonal, organisational and administrative skills;
- Work well under pressure;
- A flexible approach to the work they are required to do and have a demonstrable work ethic;
- Strong written and verbal communication skills;
- Fluency in the English language, both written and verbal;
- Working knowledge of Microsoft Office Suite (Outlook, Word, Excel);
- ***All applicants must have a permanent legal right to reside and work in the USA.***

Desirable Skills and Experience:

- Familiarity with Ireland
- Previous consular work experience in a diplomatic mission.

Terms and conditions of employment:

- The successful applicants will work alongside all other local employees of the Consulate and will report directly to the diplomatic staff in the consulate;
- The successful candidates will be hired on a fixed-term 5-month contractual basis with a probationary period and will be based at the Consulate;
- This is a full-time position, 40 hours per week, with standard office hours from 8:30am to 4:30pm, Monday to Friday.
- The gross salary for this role is \$53,189.91 per annum applied pro rata along with an entitlement to 20 days' annual leave, plus public holidays all applied pro-rate. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account.
- **All applicants must have a permanent legal right to reside and work in the USA (e.g. US passport/ US birth certificate/ US naturalization/ valid Green Card). As a US citizen/resident, you are personally subject to US social security and self-employment taxes while employed at the Consulate General of Ireland, San Francisco.**

How to apply

Completed application forms and cover letters and two nominated referees should be sent via e-mail to SANFRANCGExternalEmail@dfa.ie or by post to One Post Street, Suite 2300, San Francisco, CA 94104 with the subject line **Clerk Secretary Vacancy**.

Applications must be received before 16:30 hrs local time on Monday 31st July

No applications will be accepted after this deadline

Selection Process:

- Depending on the number of applications received, a short-listing of candidates to be called for a competency-based interview may be undertaken based on the Essential/Key Requirements above.
- It is planned that interviews will be held between 2-4th August 2023;
- A skills test may be included in the recruitment process;
- A second interview may be included in the recruitment process; and
- A panel may be set up depending on the calibre of candidates;

General Data Protection Regulation:

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

Security Clearance for Local Staff

Police security clearance 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 CG of Ireland, San Francisco is committed to a policy of Equal Opportunity.