



Receptionist/Consular Officer – Embassy of Ireland, Pretoria

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 is recruiting a **Receptionist/Consular Officer** to join our Consular Services Team.

Outline of Main Duties:

It is intended that the successful candidate will be assigned initially to the Embassy's Consular Services Team, where the duties will comprise a mix of receptionist and consular officer tasks. Candidates must be capable of performing either role to a high standard, to provide cover for colleagues who are absent on leave and/or to deal with specific tasks during busy periods.

Reception:

- Answer all incoming calls coming in on the main Embassy telephone line;
- Greet clients at reception (public office);
- Receive and open post (including courier parcels) and re-direct to the correct person/section.
- Ensure that documents (passports, visas, etc) that are being collected are handed over to the correct person (or to a person authorised to collect on his/her behalf)
- Receive and reconcile all payments received (credit/debit payments at Reception; EFT payments)
- Maintain accurate, up-to-date records as required
- Respond to e-mail enquiries received from members of the public
- Pre-register all consular applications; pass them to the relevant consular officer for processing
- Provide assistance to other Embassy officers as required.

Consular

- Deal with telephone enquiries and e-mails from members of the public on consular issues.
- Provide direct assistance to customers who come to the Embassy in person to seek advice or assistance on consular matters.

- Process applications for consular services (passports, visas, citizenship certificates, etc) including: checking applications and the supporting documents; entering data / scanning applications for decision; maintaining Embassy “application tracking” records up to date.
- Provide advice and assistance to Irish citizens resident in or visiting South Africa who find themselves in difficulty (e.g. lost/stolen passports, death/illness of a family member).
- Work closely and communally with other consular officers.

Required skills and experience:

- Minimum qualification required – Grade 12 and a certificate in Secretarial/Administration, Customer Service
- Excellent command of English (oral and written).
- Good ICT skills: Microsoft Office (Word; Excel; Outlook)
- Must be capable of working well and contributing positively in a team environment
- Pleasant and agreeable disposition
- Be efficient, accurate and productive
- Remain calm under pressure
- Previous experience of dealing working in customer service and / or working in the consular services area
- Police Clearance and Valid work permit to work in South Africa

How to apply:

Applicants should email their CV to: nokwazi.nhleko@dfa.ie by close of business **Friday 16th August**
No applications will be accepted after this deadline. A shortlisting of candidates for interview may take place.

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 Mission is committed to a policy of Equal Opportunity.