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IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

## **TERMS OF REFERENCE**

<b>Vacancy Announcement</b>	<b>IOM/DSM/CVAC-02</b>
<b>Position Title:</b>	Intern - Canadian Visa Application Center (CVAC)
<b>Duty Station:</b>	Dar es Salaam, Tanzania
<b>Duration of Assignment:</b>	6 Months, starting as soon as possible
<b>Application Deadline</b>	05 <sup>th</sup> June, 2017

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## **GENERAL FUNCTION**

Under the general oversight of the Immigration & Border Management (IBM) Division's Immigration & Visa Support Solutions (IVSS) Unit at HQ and reporting directly to the VAC Team Leader programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the Canadian Visa Application Centre operated by IOM; particularly s/he will:

## **DUTIES AND RESPONSIBILITIES**

The intern will have the following duties and responsibilities with expected 20-hour spent per week:

1. Assist in the provision of client information: information sheets and checklists regarding visa requirements; assist with telephone, inquiries from clients (including requirements for submitting visa applications), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services including but not limited to Self-Service and Assisted Data Entry services. Informing clients of any changes to visa requirements or submission procedures
2. Assist in verifying the bank statements for the confirmation of payment when the mails in applications are received.
3. Maintain a professional appearance and migrant friendly demeanour at all times.
4. Immediately inform VAC Team Leader of any problems or issues related to daily work and regularly make suggestions on how to improve efficiency and client service.
5. Comply with the IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", IOM Standards of

Conduct”, and the “IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct”.

6. Perform any other as may be assigned by the IVSS/IBM Unit at HQ, the CoM/HoO and the VAC Team Leader.

### **QUALIFICATIONS AND EXPERIENCE**

- Advanced Diploma, or University degree or equivalent in Business Management, Client Services, Social Science or related discipline preferred; or an equivalent combination of education, training & experience.
- Minimum experience of one year in Client service agencies or Visa application centers.
- Computer literacy.
- Practical experience of how to multi-task, prioritize and work independently;

### **LANGUAGES**

- Fluent in both oral and written French and English Language.

### **COMPETENCIES**

The successful candidate will demonstrate the following core behavioural IOM competencies:

- Accountability;
- Client Orientation;
- Continuous Learning;
- Communication;
- Creativity and Initiative;
- Planning and Organizing;
- Professionalism;
- Teamwork;
- Technological Awareness;

Please submit CV and PHFORM to [tzvacancy@iom.int](mailto:tzvacancy@iom.int) with the vacancy notice number in the subject by email or deliver hardcopy to our office at address below.

For any questions please contact:

International Organization for Migration Mission in the United Republic of Tanzania

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