

JOB PROFILE

BASIC DETAILS

Job title	: Consular Affairs Officer
Status	: Local
Mission:	: Embassy of the Kingdom of the Netherlands, Tunis
Number of working hours	: 19 hours weekly (50%)
Job level	: 6
Duration of placement:	: 24 months with the option to extend
<u>Deadline for applications</u>	: <u>April 19th , 2019</u>

GENERAL INFORMATION

The embassy of the Kingdom of the Netherlands (“the embassy”) is currently recruiting a Consular Affairs Officer.

The Consular Affairs officer’s duties at the embassy are in the field of consular affairs that are still under the responsibility of the mission.

Duties mainly consist of performing front office activities related to consular services (Dutch passports, visas, legalization of documents, consular declarations, civic integration exam etc.) as well as logistic clerical support. The officer is accountable to the Operational Manager (Head of Consular & Internal Affairs) for the accuracy of the information provided and the correct application and implementation of the legislation. Relevant legislation, instructions and guidelines are important to perform duties properly.

Head of Consular & Internal affairs is responsible for the daily management of the consular section.

TASKS

1. Consular services

- Carrying out an initial assessment of applications for travel documents, Digid, visas and authorisations for temporary stay for compliance with statutory requirements, and checking whether the accompanying documents are complete and accurate
- Providing clients with background and other information and giving them guidelines and advice (orally and in writing) on various regulations, laws, policy and other measures, etc. in consular matters.

- Checking the documentation/verifying the authenticity of documents accompanying applications, entering applications in various computerised systems and submitting complete visa & passport applications to the CSO
- Making a risk analysis for each visa/passport application and draft a pre-advice for CSO
- Printing of visa stickers after approval received in NVIS and besides that carrying out all other related affairs to this process
- Mediating between CSO and applicants in case there is an additional document or additional interview required by CSO
- Coordinating of the appointment system for consular services and organising of the consular area of the Embassy (including information for the public and consular tariffs)
- Drafting and issuing consular declarations (requests received by post) for Dutch citizens
- Registering of appointments for Civic Integration and conducting the Exam
- Handling the consular till correctly and meticulously when working at the counter
- Answering telephone calls and e-mails about consular affairs.
- Assisting with consular cases: translating Arab documents, drawing up letters and contacting the Tunisian authorities

Logistic clerical support

- Assessing the importance and urgency of incoming correspondence and, on his/her own initiative and at his/her own discretion, appending information that is needed in order to deal with it
- Keeping consular records by creating, organising, storing, weeding and maintaining physical files and documents

Framework

- Has provided accurate information and has applied/implemented legislation, procedures and instructions accurately. (the consular affairs officer is accountable for the accuracy of the information provided and the lawful application and implantation of the legislation, procedures and instructions in force.)
- Keeps him/herself constantly updated with the latest relevant legislation, instructions and guidelines, in order to perform duties properly
- Has properly taken care of administering incoming correspondence, pointing out possible urgent matters
- Has taken care of adequate record keeping (the consular affairs officer takes decisions about the provision of consular services as well as clerical support)

Contacts

- With third parties, to obtain and provide information on the content and progress of clerical processing of (consular) cases
- With ministerial and inter-ministerial agencies/institutions (including the consular Affairs Department (DCV), the CSO (Consular Services Office) and the Immigration and Naturalisation Service (IND)), to provide or obtain further information
- With the external service provider for visas; VFS Global
- With local authorities police, immigration, hospitals about any consular related issues
- With local/international courier companies with regards to organising the transport of consular related documents (such as passports)

Knowledge and skill requirements

- Knowledge of applicable legislation, internal clerical procedures, work instructions and formal rules on competence and procedures, as well as the organization's duties, structure and way of working
- High proficiency in the French and Arab. Knowledge of the Dutch language is an advantage
- Affinity and knowledge of the general principles of policy concerning migration and consular affairs

- Skill in creating and keeping files
- Skill in providing information on implementing legislation and procedures
- Knowledge of the relevant computer and other systems, and skill in using them
- Social and communication (oral & written) skill
- Pro-active attitude
- Customer friendly service
- Experience in the abovementioned areas is preferred

Competences

- Focus on results
- Ability to form judgements (opinion)
- Ability to work with others
- Ability to cope with stress
- Client orientation

Level of education / additional training and knowledge

- Secondary vocational level
 - Some experience is preferred
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WORKING ENVIRONMENT

The embassy of the Kingdom of the Netherlands in Tunis represents the interests of the Netherlands in Tunisia. The embassy is situated in Cité el Mahrajane, close to the centre of Tunis. The embassy has 18 staff members (6 expatriate – 12 local) for Tunisia and 5 staff members (3 expatriate – 2 local) for Libya (temporary relocation from Tripoli). The staff will be expanded this year with 10 persons. The embassy applies the “One Team” approach. This means an atmosphere of trust, transparency and cooperation amongst all staff members. Each staff member, local and expatriate, is valued for taking on responsibility, initiative and a willingness to show flexibility in order to guarantee a high quality of output for the embassy’s customers. The embassy works closely together with colleagues of the ministry of Foreign Affairs in the Netherlands.

CANDIDATE PROFILE

The consular affairs officer is in many cases the first contact for the Embassy and therefore it is of great importance to have a friendly, customer focussed and positive attitude. In view of the diversity of the job the consular affairs officer is an incorruptible, flexible and pro-active person who has the ability to react to – and solve problems. She/he works well under pressure and has a high degree of (intercultural) social intelligence, which will enable her/him to develop excellent working relations with both internal as external counter parts of the embassy and consular customers in particular.

APPLICATIONS

Please send your CV and (English/French) motivation letter, in which you explain why you are the best candidate for the job, to tun-recruitment@minbuza.nl

CONTACT

Andre Mulder, Embassy of the Kingdom of the Netherlands, Tunis (+216) 71 155 306
Nicole Aoud, Embassy of the Kingdom of the Netherlands, Tunis (+216) 71 155 302

The **gross monthly salary** for a 38-hour (100%) workweek can range between 2.320 DNT and 3.480 DNT per month, depending on experience.

DEADLINE FOR APPLICATIONS: April 19th, 2019