

Consular Officer (Anticipatory)

Position Title: Consular Officer (Anticipatory)

Appointment Process: TOKYO-CONSUL-LEO1-09AUG21

Term Type: Indeterminate, Full time

Term Details: This position is a LES (Locally Engaged Staff) position, subject to the Terms and Conditions of Employment for LES in Japan

Department: Embassy of Canada in Tokyo, Japan

Number of Vacancies: 1

Job Category: Consular

Level: Officer

Classification: LEO-01

Salary: ¥7,600,032 to ¥11,936,887 per annum. The starting salary will be the lowest amount of the salary range.

Location: Tokyo, Japan

Close Date: 23:59, Monday, September 27, 2021, Tokyo time

Job summary:

Under the direction of the Vice-Consul of the Consular program, the Consular Officer is responsible for implementing consular policy and objectives, and administering assistance and emergency services within Global Affairs Canada's consular mandate. Main responsibilities may include and not limited to:

- Providing emergency assistance and responding to distressed Canadians;
- Managing high-profile and sensitive consular cases (e.g. death, child abduction, medical repatriation, financial assistance, arrest and detention, etc.);
- Administering consular cost recovery programs;
- Supporting passport, citizenship, legal and notary services;
- Conducting research activities, developing and delivering Consular outreach programs (e.g. networking event, conference, social media campaigns, etc.);
- Handling consular contingency efforts (e.g. natural disasters, travel advisories, etc.);
- Establishing and maintaining effective relationships with a network of stakeholders, including Japanese authorities, other diplomatic missions and service providers; and
- Supervising 5 employees, providing training and coaching to team members, and monitoring their overall performance.

Area of Selection:

This position is open to individuals who are eligible to work without restrictions in Japan, who demonstrates how they meet all qualifications as outlined in the Statement of Merit Criteria below, and whose applications are received before the closing date, including embassy employees, spouse and dependents of Canada-based staff. Candidates must be available to participate in any tests and/or interviews at the Embassy of Canada to Japan, in Tokyo, during the competitive process.

Please note that the Embassy of Canada to Japan does not sponsor work authorizations directly or indirectly.

The Government of Canada is an equal opportunities employer. Candidates will be considered on merit regardless of ethnic origin, religious belief, gender, age, sexual orientation, disability or any other factor.

Our organization offers an inclusive workplace where respect, teamwork, and collaboration are part of our culture. Canada's missions abroad are committed to promoting and supporting an environment free from harassment and discrimination, as well as encouraging and supporting employees to learn and develop their skills and competencies.

Essential Qualifications:

Candidates will initially be screened against the Essential Qualifications relating to education, experience and language. Candidates must clearly demonstrate in their cover letter and résumé how they meet each of the essential qualifications.

EDUCATION:

- Minimum of an undergraduate degree from a recognized university.

LANGUAGE:

- Proficiency in English, French and Japanese, both written and spoken*.
*Fluency in two of these languages and business level in the 3rd will be required.
*Language tests may be administered.

EXPERIENCE:

- Minimum of 2 years experience, obtained in the last 5 years, in providing client service and advice in time-sensitive situations
- Experience in complex problem resolution*
- Experience in preparing various documents, such as briefing notes, presentations, social media messages, and writing correspondence and reports

* Complex is defined as situations involving multiple stakeholders, and/or time-sensitive and/or where a solution does not seem apparent.

Rated Requirements:

The Rated Requirements relating to knowledge, abilities and competencies will also be assessed. Methods of assessment may include, but are not limited to, a written examination, an oral interview, role-play, practical tests, presentations and/or psychometric assessment.

KNOWLEDGE:

- Knowledge of both Japanese and Canadian government organizations and policies that may assist Canadian citizens with routine matters, in times of distress, or during a crisis / emergency situation
- Knowledge of international conventions, state to state relations and international legal frameworks as pertains to consular services
- Knowledge of consular services offered by the Government of Canada

ABILITIES:

- Ability to research, analyze and evaluate complex information/documentation relevant to consular case work
- Ability to make sound decisions based on overall consideration of the interest of the client, of the Canadian government and of the local laws
- Ability to prioritize workloads, manage multiple demands, and meet strict timelines and standards in a high-paced work environment
- Ability to solve problems while working effectively under pressure
- Ability to supervise and lead a team
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective interpersonal relationships with clients, colleagues, supervisors, and local authorities
- Ability to manage sensitive and/or confidential information
- Ability to effectively use computer systems in a network environment, including but not limited to MS Office suite (Word, Excel, Outlook, PowerPoint)

COMPETENCIES:

- Teamwork and Cooperation
- Discretion and sound judgement
- Initiative
- Flexibility and adaptability
- Focus on quality and details

Asset Qualifications

Preference may be given to candidates who meet the Asset Qualifications. Where applicable, candidates must clearly demonstrate how they meet any asset qualifications in their cover letter and résumé.

- Experience in consular work
- Experience working for a government or in an international organization such as a diplomatic mission, multilateral organization or multinational corporation
- Experience in a management role with supervisory responsibilities

Operational Requirements:

- Occasional travel and overtime may be required.
- Candidates must be able and committed to work additional hours as required, and on short notice, which may include evenings and weekends.
- Working hours are 37.5 hours per week, Monday to Friday, 09:00 to 17:30 with a one-hour lunch break 12:30-13:30. Saturdays and Sundays are rest days.
- Hours may be flexible due to operational requirements.

Conditions of Employment

The successful candidate must:

- Be eligible to work in Japan and must possess all valid work authorization covering the employment period (i.e. Japanese nationality, long-term/permanent residency, or their spouse/dependant).
- Have a valid “Reliability Status”; security check is required prior to appointment. The required level of security clearance must be maintained throughout the employment period.
- Must successfully pass the Passport Canada training course, which allows for the delivery of the Passport Program within the probationary time (training will be provided);
- Health assessment may be requested at the discretion of the Head of Mission.

HOW TO APPLY:

- Applications must be submitted through this website <https://www.wfca-tpce.com/vacancyView.php?requirementId=4592&> by 23:59, Monday September 27, 2021, Tokyo time.
- Only applications received through the aforementioned website before the closing date will be accepted.
- Applicants must indicate their work authorization in Japan for the duration of employment (i.e. Japanese nationality, long-term/permanent residency, or their spouse/dependant). Applicants without the required and appropriate work authorization will be eliminated.
- Applicants should send a cover letter and a résumé, in English or French, which address each of the essential qualifications and any assets qualifications with specific and comprehensive information supporting each item.
- Communication for this process will be sent via email. It is the responsibility of the candidates to ensure accurate contact information is provided and updated as required. Candidates who apply to this vacancy should include an email address that accepts email from unknown users and regularly check their email, including spam folder.
- We thank all applicants for their interest, but we will only contact those who pass the initial screening.

OTHER INFORMATION:

- Employee is eligible for commuting assistance (up to JPY 18,300 per month).
- Canadian citizens may be subject to deductions for employment insurance, Canada Pension Plan, and Canadian Income Tax.
- Please note that the Government of Canada does not reimburse any travel costs to and from interview nor does it reimburse any relocation costs.
- Applicants who fail to confirm their attendance at our written exam and/or interview will be considered withdrawn from the process.
- Applicants are entitled to participate in this appointment process in the Canadian official language of their choice. Applicants are asked to indicate their preferred official language (English or French) in their application.

- If candidates need any special assistance in terms of attending exams or interviews, then please let us know at LES-E-Recruitment-MANIL@international.gc.ca during the application process.
- The results of this recruitment process may also be used to establish an eligibility list of qualified candidates for similar positions with various linguistic requirements and/or profiles, and/or various tenures at the Embassy of Canada in Tokyo, Japan, which might arise in the 12 months following the completion of this recruitment process.