



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

Customer Service and Administrative Officer Embassy of Ireland, Paris

The Embassy of Ireland, Paris represents Ireland's interests in France and Monaco. We serve the Irish people, promote their values and advance their prosperity, and provide the Government of Ireland with analysis, capabilities and influence. Our organisational values are: Diversity; Integrity; Leadership; Service; and Excellence.

Applications are invited for a full-time Customer Service and Administrative Officer working to senior diplomatic and administrative staff (*contrat à durée indéterminée - CDI*), at the Embassy of Ireland, Paris beginning on 23 October 2023.

Main duties and responsibilities:

- Respond to general phone and email queries;
- Manage guest arrival at the Embassy, liaising with the security team;
- Work closely with colleagues to respond promptly and accurately to consular and travel queries;
- Provide consular assistance to citizens in need;
- Assist visa applicants by phone and at the public counter;
- Process applications and prepare visas;
- Prepare documents requested by Irish citizens for marriage, civil partnership etc.;
- Provide business support to senior diplomatic officers;
- Provide backup administrative and communications support to Embassy colleagues;
- Undertake other tasks across Embassy functions, as decided by the Head of Mission.

Qualifications/experience/competencies required:

A: Essential

- Excellent written and oral communication skills in French and English. The candidate should be a native speaker of French or English and have **a C2 level (CEFR)** in the other language; **Applicants may be telephoned in advance to establish language proficiency;**
- A high level of administrative skills, including proficiency in Microsoft Outlook, Word and Excel;
- Excellent interpersonal and customer service skills, initiative and good judgement; personally trustworthy;
- Calendar and contacts management experience;
- An ability to meet deadlines, manage time, prioritise tasks and work well under pressure;
- A determination to contribute to a positive working environment based on dignity, diversity, inclusion and respect;
- Flexibility and capability to work well both independently and as a member of a team;
- **The successful candidate must have a legal entitlement to live and work in France prior to recruitment. A French social security number is required.**

B: Desirable

- Experience working in an international office environment;
- Experience dealing with sensitive personal information;
- An interest in Ireland and the bilateral relations between Ireland and France.

Salary:

- The basic gross salary will be €2,722.20 per month / €35,388.54 per annum. The statutory probation period will apply. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account.

How to apply:

Please apply in English or French by sending a CV with an accompanying cover letter and at least two work referees by **close of business on 20 September 2023**. Your cover letter should describe your suitability for the role and should not exceed one page.

Applications should be sent by **email** only to [administrationparis\[at\]dfa\[dot\]ie](mailto:administrationparis[at]dfa[dot]ie) with the subject line "**Customer service and administrative officer**".

Any attempt, direct or indirect, by or on behalf of a candidate to influence the selection process will automatically disqualify the candidate.

The Embassy reserves the right to re-advertise or extend the call for applications.

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 requirements above.
- A language test may form part of the shortlisting process.
- Please note that only shortlisted candidates will be contacted.

Equal Opportunity: Reasonable accommodation request

The Embassy is committed to a policy of equal opportunity for people with disabilities. If you require a reasonable accommodation in order to participate in this selection process, please email [administration\[at\]dfa\[dot\]ie](mailto:administration[at]dfa[dot]ie) when you are submitting your application stating the accommodation(s) required.

Data Protection Acts/GDPR:

All personal information received will be kept in line with GDPR guidelines. Further information is available here [Data Privacy Notice](#).

Security Clearance:

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 Embassy of Ireland, Paris, is committed to a policy of Equal Opportunity