

BENCHMARK POSITION NUMBER: 12 CLASSIFICATION LEVEL: 5  
 SECTION TITLE: CONSULAR EFFECTIVE DATE: \_\_\_\_\_  
 POSITION TITLE: CONSULAR CLERK SUPERVISOR'S TITLE: \_\_\_\_\_  
 POSITION NUMBER: \_\_\_\_\_ SUPERVISOR'S LEVEL: \_\_\_\_\_

### SUMMARY

Under the supervision of the Vice-Consul, provides assistance and information to visiting Canadians or Canadian residents; co-ordinates the issuance of passports, maintains lists of Canadians residing in the country and accreditations of Embassy; types all consular letters and provides support to administrative section.

### DUTIES

% OF TIME

- (1) Provides assistance and information to visiting Canadians and Local Canadian residents by: 30%
- discussing matters of concern with the person(s), obtaining clarification if required, suggesting possible courses of action and/or giving appropriate information, such as necessary formalities and arrangements to get married, location and process of obtaining driver's permit, sale of Canadian properties,
  - identifying and referring persons to the appropriate organization or official, such as reporting theft of passport to police, or in case of accident to a lawyer and/or to immediate supervisor,
  - typing appropriate forms required for each situation,
  - answering routine telephone enquiries, on subjects such as exchange rates and where to obtain money,
  - translating for Canadian visitors to the mission official documents which they have been handed by the local authorities, such as traffic contraventions, etc., and occasionally, by typing translation for them.
- (2) Co-ordinates the issuance of passports in order that Canadians can establish their identification when necessary, or for immigration or travel purposes by: 30%
- interviewing persons to identify the appropriate situation and actions, such as expired date of passport, theft or loss of passport, and obtaining appropriate details,