



Ard-Chonsalacht na hÉireann Consulate General of Ireland

Front Desk Officer & Personal Assistant to the Consul General

The Consulate of Ireland in Chicago is seeking a highly organised, self-motivated professional for the role of Front Desk Officer and Personal Assistant to the Consul General.

The role is a wide-ranging and often fast-paced job that requires a strong combination of organisational and project management skills, attention to detail, customer service and discretion.

The Consulate of Ireland in Chicago is responsible for representing and promoting Ireland in the Midwest region of the USA. Reporting to the Embassy of Ireland in Washington DC, the Consulate focuses on a wide range of issues including economic and political work, consular affairs, and engagement with the large Irish and Irish American community in the Chicago area and the wider Midwest region. The Consulate is headed by the Consul General of Ireland, supported by the Vice Consul and a small local team.

Position details

| | |
|--------------------|---|
| Start date: | 24 th October 2016 (or as soon after as possible). |
| Contract duration: | Ongoing upon successful completion of a six-month probation period. |
| Working hours: | Minimum 40 hours per week with some additional hours from time to time. |
| Salary: | The starting salary for this position is USD\$34,325 per year. Following the probationary period, the successful candidate will receive yearly increments if performance is satisfactory. |
| Annual Leave: | Minimum of 20 days per annum, plus public holidays. |
| Eligibility: | Candidates must have permanent, legal right to reside and work in the USA and will be subject to the employment and taxation law of the USA. Candidates do not need to be Irish citizens, although knowledge and experience of Ireland is an advantage. |
| Closing Date: | 5pm CST on Sunday 18 th September, 2016. |

How to apply

Interested candidates should submit the following via email to [chicagocongen\[at\]dfa\[dot\]ie](mailto:chicagocongen[at]dfa[dot]ie) by **5pm CST on Sunday 18th September 2016**:

- Cover letter (1 page maximum) addressing how the candidate meets the qualifications, requirements and competencies outlined below
- Résumé (2 pages maximum)
- Two nominated referees
- Copies of relevant academic and professional qualifications

Please note that cover letters over 1 page and resumes over 2 pages will not be considered. Further information on [data protection and security of correspondence](#).

Shortlisted applicants must be available for interview at the Consulate at 1 East Wacker Drive, Chicago, during the week of 26th September 2016.

Duties

- Acting as the official first point of contact for members of the public contacting the Consulate, responding to public queries via the public reception counter at the Consulate, telephone calls and emails.
- Managing the Consulate's external email system.
- Acting as personal assistant and secretary to the Consul General, including but not limited to managing telephone, email and postal correspondence, diary management, meeting note-taking and drafting meeting agendas.
- Providing additional, ad hoc secretarial support as required for the Vice Consul.
- Assisting in the planning and execution of the Consulate's 2016 programming in Chicago and the Midwest.
- Organizing travel arrangements, meetings and events for high-level visiting delegations and for official travel and programmes undertaken by the Consul General and Vice Consul.
- Information management – maintaining adequate hard-copy and electronic files covering the work of the Consul General and Vice Consul.
- Contact database management - managing and updating the Consulate's contact database.
- Assisting and providing cover for colleagues with regard to processing of passport and visa applications and providing consular advice and assistance, as required (training will be provided).
- Other office duties as assigned.

Requirements, Qualifications and Competencies

- High school graduation diploma as a minimum. A third level qualification and/or secretarial qualification are also desirable.
- At least 2 years professional experience in an office-based, client or public-facing role, ideally in an executive assistant or personal assistant role to a senior executive.
- Eligibility to work in the USA (for US Citizens – US passport, US birth certificate or US naturalization; for Permanent Residents - Green Card).
- Excellent written and oral English communication skills.
- High level of proficiency in Microsoft Office, specifically Outlook, Word, Excel, Powerpoint.
- High level of general secretarial skills including typing, letter drafting and diary management.
- Superior organisational skills, including hospitality supervision and event management support.
- High level of discretion, commitment, reliability, and attention to detail.
- High level of customer service skills, particularly dealing with the public.
- Personable and willing to work independently as well as within a close knit team, flexible with regard to working hours and able to handle pressure.

Further Information

The successful candidate will receive a conditional offer of employment, which will include a breakdown of the salary and benefits offered as well as general information about terms and conditions of employment. The conditional offer will also outline medical and security requirements, whereby the successful candidate will be required to provide a satisfactory medical report on the state of their health and may also be required to pass relevant background and security checks.