

The Consulate-General of the Kingdom of the Netherlands in Shanghai, P.R. China invites applicants for the position of Senior Consular Officer

(40 hours per week)

A. BASIC DETAILS OF THE JOB

FTE-number: **63377370**
Job title: **Senior Consular Affairs Officer**
Mission: **Consulate-General of the Kingdom of the Netherlands in Shanghai, PRC**
Job level: **07**
Number of working hours per week: **40**

B. GENERAL FEATURES OF THE JOB

The Senior Consular Affairs:

- ☐ Decides on Schengen visa applications for travel to the Netherlands in accordance with prevailing regulations and instructions;
- ☐ Receives and processes applications for Dutch travel documents;
- ☐ Processes applications for Consular Declarations and Legalisations;
- ☐ Provides consular assistance if needed;
- ☐ Communicates with stakeholders face-to-face, through e-mail, by telephone, etc.
- ☐ Manages the consular email address inbox of the Consulate-General;
- ☐ Is accountable to the Head of Consular and Operational Affairs;
- ☐ May be assigned other duties as indicated by the management team.

C.1 DUTIES AND RESULT AREAS

Description of duties:

- Takes decisions on Schengen visa applications for travel to the Netherlands in accordance with prevailing regulations like the Visa Code and the Decision Protocol;
- Processes authorisations for the issuance (by the Consulate-General) of Provisional Sojourns (longer stay national visas or MVV's);
- Processes applications for Dutch travel documents;
- Handles requests for consular declarations, legalisations, consular assistance, naturalization, DNA tests, verifications, etc.;
- Hands in consular cash receipts to the main cashier, according to the instructions;
- Responds to inquiries from the public and counterparts accurately and promptly and in a professional, friendly manner;
- Takes part in the rotation system for coordinator of the week among the consular front office colleagues;
- Contributes to archiving consular documents timely, complete and well organized.
- Makes sure to handle everything concerning this job in a neutral and objective manner, independent of personal interests or interests of third parties.

Description of result areas:

- Schengen visa applications for travel to the Netherlands are on average processed within two working days of receiving them from the external services provider or at the consular counters of the Consulate-General;
- Provisional Sojourns (longer stay national visas or MVV's) are issued in accordance with authorisations from the Immigration and Naturalization Service (IND) in the Netherlands.
- Applications for Dutch travel documents are processed in accordance with prevailing passport regulations and instructions from the Consular Service Organisation in the Netherlands;
- Consular declarations are issued in accordance with prevailing instructions and templates;
- Requests for legalisations are processed within two working days
- Consular assistance is provided in an empathetic and professional manner, in accordance with prevailing regulations and instructions;
- Requests for and inquiries about naturalization, DNA tests, verifications, etc. are handled professionally and forthcoming;
- Consular cash receipts are handed in to the main cashier at the end of each working day;
- Inquiries from the public and counterparts are responded to accurately, promptly and in a professional, friendly way.
- The clean desk policy of the Consulate-General is well respected, all consular documents handled by the employee are archived timely, complete and well organized.

C.2 CONTACTS

- ❑ With applicants for visas, passports and other consular services;
- ❑ With staff members of the Consulate-General in Shanghai and other Missions of the Kingdom of the Netherlands in China;
- ❑ With external service provider TLS Contact;
- ❑ With governmental organizations in the Netherlands, mostly DCV and IND;
- ❑ With various institutions and authorities in China;
- ❑ With Consulates(-General) of other countries in Shanghai.

C.3 KNOWLEDGE & SKILLS / JOB REQUIREMENTS

Level of education: higher vocational degree or equivalent

Level of experience:

Knowledge:

- ❑ Native speaker of Dutch;
- ❑ Excellent command of English, both verbally and in writing;
- ❑ Proficient in the use of MS Office, in particular Outlook, Excel, Word and One Note.
- ❑ Comprehension of Mandarin is an advantage;
- ❑ Knowledge of mobility and migration policy issues and other consular subjects is an advantage.

Skills:

- ❑ Excellent customer services skills;
- ❑ Effective communication skills with persons from all walks of life;
- ❑ Ability to balance the interests of the organization with those of clients, in that order;
- ❑ Ability to remain calm, friendly and efficient under all circumstances;
- ❑ Ability to work in an organized, detailed and precise manner;

Competencies:

- ❑ Integrity;
- ❑ Client orientation;
- ❑ Planning and organization;
- ❑ Accuracy;
- ❑ Intercultural sensitivity;
- ❑ Organisational sensitivity;
- ❑ Interpersonal skills;
- ❑ Clarity of expression, verbally and in writing.

Experience

- ☐ At least 3 years of work experience in the Netherlands, preferably in a central government organization;
- ☐ At least 2 years of work experience in a service oriented international environment, preferably in China.

D. WORKING ENVIRONMENT

Brief description of the Mission and the physical work environment

The network of the Netherlands in the People's Republic of China comprises the Embassy in Beijing, Consulates-General in Chongqing, Guangzhou, Hong Kong and Shanghai and Netherlands Business Support Offices in Chengdu, Dalian, Jinan, Nanjing, Qingdao and Wuhan.

The Consulate-General in Shanghai staff comprises in total about 35 persons; Netherlands' based expatriate staff, locally employed Dutch staff and Chinese staff.

Brief description of the team with which the Senior Consular Officer will work:

The Consular team comprises in total seven Senior Consular Officers. The manager of the Consular team is the Head of Consular and Operational Affairs.

E. TYPE OF EMPLOYEE REQUIRED

A service oriented, proactive, person who likes to work and co-operate in a small team. The right candidate should be able to work independently, though not autonomously, and monitor the progress and completion of tasks largely at his/her own discretion. He or she should have a great sense of accuracy, deliver high quality work, possess a high degree of integrity and be able to resist third party pressure in processing and deciding on visa and other consular matters.

F. EMPLOYMENT CONDITIONS

- ☐ The candidate must have the Dutch nationality;
- ☐ The selected candidate will be:
 - o locally employed by the State of the Netherlands, represented herein by the Head of Mission of the Consulate-General of the Kingdom of the Netherlands in Shanghai in the People's Republic of China;
 - o offered a fixed term contract for 40 hours a week for the duration of one year. After twelve months a succeeding contract for a period of three years will be offered in case of excellent job performance.
- ☐ The position is ranked in job level 7. The applicable pay scale will be similar, i.e. 7. Like all salary scales in force at the Consulate-General and the other Missions of the Kingdom of the Netherlands in China, this salary scale comprises 16 pay numbers, starting with pay number 0 and ending with pay number 15. The selected candidate will be offered a salary with a pay number corresponding to the years of relevant experience. Once employed, the staff member will move up one pay number every twelve months in case of excellent job performance. At present, the salary in job level 7 pay number 0 is CNY 18,871 gross per month, while that for pay number 15 is CNY 28.036 gross per month.
- ☐ Foreign Diplomatic and Consular Missions are not considered local employers by the Chinese authorities. Therefore neither Chinese individual income tax nor Chinese social security and pension premiums can be paid locally by the Consulate-General and non-Chinese staff members. Dutch nationals employed by the Consulate-General are considered 'buitenlands belastingplichtig' by the Dutch tax authorities. On the gross salary of these nationals an amount will be withheld as if the employee would be tax liable in China, while the employee and employer

contributions of social security and pension premiums are paid to the employee as if these could be paid in China. The employee is assumed to arrange him- or herself medical care coverage, social security and pension provisions.

- ❑ The Consulate-General has a 40-hour working week, from Monday through Friday. Overtime is compensated in accordance with the Chinese laws and regulations.
- ❑ The Consulate-General pays a thirteenth month salary.

G. INFORMATION

For more information on the position and the employment conditions, the Head of Consular and Operational Affairs at the Embassy of the Kingdom of the Netherlands in Beijing, Mr. Cornelis J. Groeneveld, can be contacted through pek-hr@minbuza.nl.

H. APPLICATION

If interested, please send your resume and motivation letter in English or Dutch before **June 15**, 2018 to sha-az@minbuza.nl. Incomplete submissions will not be considered.

I. SELECTION PROCEDURE

The selection procedure consists of interviews and possibly also a written test.