

UNITED NATIONS DEVELOPMENT PROGRAMME

Project “Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration”

TERMS OF REFERENCE

- A. Job Title:** **Manager for the Call Center** at the Consular Affairs Department
- B. Duty Station:** Chisinau, Moldova
- C. Project Reference:** “Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration”
- D. Duration of Employment:** 1 January 2010 - 31 December 2010 (with possible extension)

E. Background:

The UNDP Project “Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration” has been formulated through a joint effort of Ministry of Foreign Affairs and European Integration (MFAEI) and UNDP with the overall objective of strengthening the institutional capacity of the MFAEI so that it can exercise its functions in a more efficient manner, operate transparently and fulfil its European Integration commitments. The project has three interlinked, yet distinct components:

1. Institutional Capacity Building
2. Regional Cooperation
3. Communications and Public Relations

The Department of Consular Affairs (DCA) is the subdivision of the Ministry of Foreign Affairs and European Integration of the Republic of Moldova (MFAEI) which coordinates the consular activity of the diplomatic missions and consular posts of the Republic of Moldova (DMCP) and also provides assistance to Moldovan nationals abroad. (<http://www.mfa.gov.md/consular-information/about-us-dca/>)

A highly important task of the DCA and the DMCPs is to provide information and advice to Moldovan nationals in need. This communication process plays an important role since an overwhelming number of Moldovan nationals are working and residing in third countries. In this respect, the DCA and DMCP receive different types of enquiries - requests for information on how to apply for certain documents (passport, vital records certificate, criminal record, notary document, emergency travel document etc.) at Moldovan Embassies or Consulates; requests for information on how to contact a Moldovan Embassy or Consulate or how to schedule an appointment at the said institutions; requests for information on how to travel to Moldova including customs / border rules; complaints against the abuses committed by state authorities in the country of destination; complaints against the misconducts of employees of Moldovan Embassies and Consulates abroad; requests for help and advice in exceptional situations and other information.

The capacity of DCA and DMCP in providing the above mentioned information is limited, and this inadequacy is a direct result of the lack of staff. Due to the limited capacity of consular offices to respond to enquiries, the link of Moldovans to their homeland risks becoming weaker.

In order to strengthen the information providing process to Moldovan citizens abroad, reduce the workload of DMCP and enhance the institutional capacity of the DCA, the MFAEI established in

2009 a Call Center within the DCA. The Call Center shall focus on providing information and advice especially to Moldovan nationals abroad. The Center employees will provide information to Moldovan citizens in third countries on daily basis. The Center will operate on a toll free number which will allow people to contact the Center free of charge.

F. Objective: To manage activity of the Call Center at the Consular Affairs Department.

G Scope of work and expected output: In order to achieve the objectives the contractor shall:

- Meet all organizational functions and standards for the Call Center;
- Oversee activity of the Call Center Operators;
- Implementing, reviewing and improving all Call Center policies, procedures and service standards;
- Provide coaching, training to the Call Center Operators;
- Track calls volume, reporting discrepancies and areas that need improvement;
- Draft monthly report on the hotline work;
- Keep updated with the consular affairs issues/legal framework.

Call Center Manager is typically required to handle problem calls that Call Center operator cannot handle by following policies and procedures.

H. Deliverables

- o Ensure the proper functioning of the Call Center;
- o Provide coaching, training to the Call Center Operators;
- o Draft the monthly reports (including but not limited to: analysis on track calls volume, discrepancies and areas that need improvement);
- o Collect the toll-free line success stories and lessons learned;
- o Participate in training programs.

I Institutional arrangements: The Contractor will work within the premises of the Consular Affairs Department, but under direct supervision of the Director of the Consular Affairs Department. The contractor shall work 8 hours per working day.

J. Qualifications and skills required:

- University degree in law, economics, public administration and other relevant areas for the assignment;
- Proven ability to analyze, summarize and evaluate;
- Proven ability to formulate the ideas both orally and in written;
- Good communications skills;
- Computer literacy and ability to effectively use office technology equipment, IT tools;
- Excellent knowledge of Romanian and Russian.
Knowledge of English desired;
- Responsibility, patience, creativity, punctuality, flexibility;

- Knowledge of the peculiarities of the consular affairs sector would be an added advantage;