



*Empowered lives.  
Resilient nations.*

## TERMS OF REFERENCE

|                                 |                                                                                                                                        |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job title:</b>               | Line Operator for the Call Center at the Consular Affairs General Division of the Ministry of Foreign Affairs and European Integration |
| <b>Duty station:</b>            | Chisinau, Moldova                                                                                                                      |
| <b>Reference to the project</b> | Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration                                            |
| <b>Contract type:</b>           | Individual Contract (IC)                                                                                                               |
| <b>Expected workload:</b>       | 6.5 months                                                                                                                             |
| <b>Starting date:</b>           | June, 2014                                                                                                                             |

### I. 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 fulfill its European Integration commitments. The project has two interlinked, yet distinct components:

1. Institutional Capacity Building of MFAEI
2. Enhancing the capacity of the Moldovan authorities for the negotiation and implementation of the Association Agreement with EU

The Consular Affairs General Division (CAGD) 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/informatii-generale/>)

A highly important task of the CAGD 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 CAGD 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 documents 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 mentioned 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 CAGD and DMCP in providing the above mentioned information is limited, and this inadequacy is directly related to understaffing. 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 CAGD, the MFAEI established in 2009 a Call Center within the CAGD. The Call Center focuses on providing information and advice especially to Moldovan nationals abroad. The Center employees provide information to Moldovan citizens in third countries on daily basis. The Center operates on a toll free number which allows people to contact the Center free of charge.

**II. Objective:** To provide access to ongoing free of charge assistance and information to Moldovan nationals on consular affairs issues.

**III. Scope of work and expected output:** In order to achieve the objectives the contractor shall:

- Provide consular information and advice to Moldovan and foreign nationals abroad in a professional manner;
- Refer the cases, if necessary, to relevant institutions and follow-up on their actions;
- Record, systematize all incoming inquiries and provide follow-up services;
- Draft monthly reports on the work of the hotline;
- Keep updated with the consular affairs issues/legal framework and participate in training programs.

#### **IV. Deliverables**

- Consultancy/advice on consular issues provided to Call Center clients for 8 hours during every working day;
- Monthly activity reports, including toll-free line success stories and lessons learned.

**V. Institutional arrangements:** The Line Operator will work within the premises of the Consular Affairs General Division under the direct supervision of the Director of the Consular Affairs General Division, and the Call Center Coordinator for substantive aspects of the assignment, and under the supervision of the UNDP Project Manager for administrative and financial aspects, including monthly reporting. The contractor shall work 8 hours per working day.

#### **VI. Qualifications and skills required:**

- University degree in law, economics, public administration, international relations and other relevant areas for the assignment;
- Minimum 2 years of working experience in the area of consular affairs and/or in providing advisory services to citizens.
- Experience of work at a call center is an advantage;
- Good knowledge of the field of consular affairs, Moldovan relevant legislation and familiarity with the main issues in the area;
- Proven ability to analyze, summarize and evaluate;
- Excellent communication skills and proven ability to formulate the ideas both orally and in written form;
- Computer literacy and ability to effectively use office technology equipment, IT tools;
- Excellent knowledge of Romanian and Russian. Knowledge of English is a distinct advantage;
- Responsibility, patience, creativity, punctuality, flexibility;

**Documents to be included when submitting the proposals:**

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

1. Proposal: explaining why they are the most suitable for the work and how do they fit the requirements for qualifications, experience and competence;
2. Financial proposal;
3. Personal CV including past experience in similar projects and at least 3 references.

**Financial Proposal**

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR.