



EXPO
2020
DUBAI
UAE



OFFICIAL PARTICIPANT - CANADA



Appendix 3 to Annex A

Selection Criteria

Canada Pavilion Personnel

www.CanadaExpo2020.ca



Government
of Canada

Gouvernement
du Canada

Canada



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Hosting Staff Coordinator

EDUCATION

Completion of three years post-secondary education, in disciplines such as history, modern languages, political science, tourism and travel, marketing, economics, commerce, social science, communications, geography or an equivalent combination of education and experience in areas such as communications, public relations, tourism and hotel management.

LANGUAGE REQUIREMENTS

Hosting staff coordinators must be fluent in English and/or French. One hosting staff coordinator must be proficient in Arabic. Knowledge of additional languages is an asset.

EXPERIENCE

- Demonstrated experience in managing a team in a field similar to expositions
- Demonstrated extensive experience in dealing with public as well as crowd control management
- Experience in office management, procedures, working with computers, and various software
- Demonstrated experience in liaising with representatives of foreign organizations

KNOWLEDGE

- Good knowledge of Canadian history, geography, culture and political environment
- General knowledge of the UAE and its culture and Canadian-UAE relations
- Good knowledge and appreciation of protocol matters

ABILITIES

- Ability to interpret (Pavilion content information) and transmit information to Canada Pavilion visitors
- Ability to lead a team
- Ability to work in a foreign country
- Ability to manage large groups of people and control crowds
- Ability to work under pressure with minimal supervision
- Ability to deal with difficult situations
- Ability to administer First Aid an asset



PERSONAL SUITABILITY

- Judgment and interpersonal skills
- Tact, diplomacy, professionalism, initiative, flexibility, good grooming
- Experience in living and working in a group environment for extended periods of time
- Excellent organizational skills

CONDITIONS OF WORK

- Must be available for work from October 9, 2020 to April 13, 2021. There will be no vacation leave granted during this period
- Must be a Canadian citizen or a landed immigrant with a Canadian passport
- Must possess a Canadian passport valid at least until October 31, 2021
- Must provide an Occupational Health Assessment Report (completed within 3 months)
- Must wear a pressed and clean uniform (provided by Canada Pavilion) when on duty
- Must adhere to a shift schedule established for the Pavilion
- Must be willing to share accommodation facilities, specifically a kitchen, bathroom and living room with another hosting staff coordinator



Hosting Staff

EDUCATION

Completion of three years post-secondary education, in disciplines such as history, modern languages, political science, tourism and travel, marketing, economics, commerce, social science, communications, geography or an equivalent combination of education and experience in areas such as communications, public relations, tourism and hotel management.

LANGUAGE REQUIREMENTS

Hosting staff must be fluent in English and or French. At least 30% of hosting staff must also possess Arabic language skills. Knowledge of additional languages is an asset.

EXPERIENCE

- Demonstrated experience in having worked in a field similar to expositions
- Demonstrated experience in dealing with public as well as crowd control management

KNOWLEDGE

- Good knowledge of Canadian history, geography, culture and political environment
- General knowledge of the UAE and its culture and Canadian-UAE relations
- Good knowledge and appreciation of protocol matters

ABILITIES

- Ability to interpret (Pavilion content information) and transmit information to Canada Pavilion visitors
- Ability to work well in team setting
- Ability to work in a foreign country
- Ability to manage large groups of people and control crowds
- Ability to work under pressure with minimal supervision
- Ability to deal with difficult situations
- Ability to administer First Aid is an asset

PERSONAL SUITABILITY

- Judgment and interpersonal skills
- Tact, diplomacy, professionalism, initiative, flexibility



- Experience in living abroad and working in a group environment for extended periods of time

CONDITIONS OF WORK

- Must be available for work from October 10, 2020 to April 10, 2021. There will be no vacation leave granted during this period
- Must be a Canadian citizen or a landed immigrant with a Canadian passport.
- Must possess a Canadian passport valid at least until October 31, 2021
- Must provide an Occupational Health Assessment Report (completed within 3 months)
- Must wear a pressed and clean uniform (provided by Canada Pavilion) when on duty.
- Must adhere to a shift schedule established for the Pavilion
- Must share accommodation facilities, specifically a kitchen, bathroom and living room with another hosting staff or VIP officer



VIP Officer

EDUCATION

Completion of three years post-secondary education, in disciplines such as history, modern languages, political science, tourism and travel, marketing, economics, commerce, social science, communications, geography or an equivalent combination of education and experience in areas such as communications, public relations, tourism and hotel management.

LANGUAGE REQUIREMENTS

VIP officers must be fluent in English and French. At least 50% of VIP officers must also be fluent in Arabic. Knowledge of additional languages is an asset.

EXPERIENCE

- Demonstrated extensive experience in having worked in a field similar to expositions
- Demonstrated extensive experience in dealing with public as well as crowd control management
- Experience in office management and procedures and working with computers and various software
- Demonstrated experience in the fields of hospitality/protocol, event planning and dealing with VIPs, i.e. high ranking government officials and corporate personnel
- Demonstrated experience in liaising with representatives of foreign organizations

KNOWLEDGE

- Good knowledge of Canadian history, geography, culture and political environment
- General knowledge of the UAE and its culture and Canadian-UAE relations
- Good knowledge and appreciation of protocol matters

ABILITIES

- Ability to interpret (Pavilion content information) and transmit information to Canada Pavilion visitors
- Ability to work well in team setting
- Ability to work in a foreign country
- Ability to manage large groups
- Ability to work under pressure with minimal supervision



- Ability to deal with difficult situations

PERSONAL SUITABILITY

- Judgment and interpersonal skills
- Tact, diplomacy, professionalism, initiative, flexibility
- Experience in living and working in a group environment for extended periods of time
- Excellent organizational skills

CONDITIONS OF WORK

- Must be available for work from October 10, 2020 to April 10, 2021. There will be no vacation leave granted during this period
- Must be a Canadian citizen or a landed immigrant with a Canadian passport.
- Must possess a Canadian passport valid until October 31, 2021
- Must provide an Occupational Health Assessment Report (completed within 3 months)
- Must wear a pressed and clean uniform (provided by Canada Pavilion) when on duty
- Must adhere to a shift schedule established for the Pavilion
- Must share accommodation facilities, specifically a kitchen, bathroom and living room with another hosting staff or VIP officer



Receptionist

EDUCATION

Completion of three years post-secondary education, in disciplines such as history, modern languages, political science, tourism and travel, marketing, economics, commerce, social science, communications, geography or an equivalent combination of education and experience in areas such as communications, public relations, tourism and hotel management.

LANGUAGE REQUIREMENTS

Receptionists must be fluent in English, French and Arabic. Knowledge of additional languages is an asset.

EXPERIENCE

- Experience in providing administrative and secretarial type services
- Demonstrated extensive experience in dealing with the public and VIPs, i.e. high-ranking government officials and corporate personnel
- Experience in office management, procedures, working with computers, and various software
- Demonstrated experience in liaising with representatives of foreign organizations

KNOWLEDGE

- Good knowledge of Canadian history, geography, culture and political environment
- General knowledge of the UAE and its culture and Canadian-UAE relations
- Good knowledge and appreciation of protocol matters

ABILITIES

- Ability to transmit information to Canada Pavilion visitors
- Ability to work well in team setting
- Ability to work in a foreign country
- Ability to work under pressure with minimal supervision
- Ability to deal with difficult situations

PERSONAL SUITABILITY

- Judgment and interpersonal skills
- Tact, diplomacy, professionalism, initiative, flexibility



- Experience in living abroad and working in a group environment for extended periods of time
- Excellent organizational skills

CONDITIONS OF WORK

- Must be available for work from October 10, 2020 to April 10, 2021. There will be no vacation leave granted during this period
- Must be a Canadian citizen or a landed immigrant with a Canadian passport.
- Must possess a Canadian passport valid at least until October 31, 2021
- Must provide an Occupational Health Assessment Report (completed within 3 months)
- Must wear a pressed and clean uniform (provided by Canada Pavilion) when on duty
- Must adhere to a shift schedule established for the Pavilion
- Must share accommodation facilities, specifically a kitchen, bathroom and living room with another hosting staff, VIP officer or receptionist



Driver/ Administrative Clerk

LANGUAGE REQUIREMENTS

Drivers/administrative clerks must be fluent in English and Arabic and if possible in French. Knowledge of additional languages is an asset

EXPERIENCE

- Demonstrated experience in providing chauffeur services
- Experience in providing general office and secretarial type services.
- Experience working with computers and various software
- Experience with Global Positioning applications in vehicles

KNOWLEDGE

- Good knowledge of Dubai, Abu Dhabi and surrounding areas
- Good knowledge of the UAE and its culture

ABILITIES

- Ability to lift and carry objects weighing up to 25 kg
- Ability to negotiate passage and pricing on behalf of visiting delegates

PERSONAL SUITABILITY

- Tact, diplomacy, professionalism, initiative, flexibility

CONDITIONS OF WORK

- Must possess a valid chauffeur-driving license approved by the UAE (Dubai and surrounding area)
- Must adhere to a shift schedule established for the Pavilion
- Must adhere to all Expo Organizer's general transport and traffic rules when driving on the Expo site.



Protocol and Events Officer

EDUCATION

Completion of three years post-secondary education, in disciplines such as history, modern languages, political science, tourism and travel, marketing, economics, commerce, social science, communications, geography or an equivalent combination of education and experience in areas such as communications, public relations, tourism and hotel management.

LANGUAGE REQUIREMENTS

- English and/or French.
- Knowledge of Arabic is an asset.

EXPERIENCE

- At least three years' experience in organizing high-profile international events (i.e. meetings, conferences, public presentations etc.) or similar activities.
- Experience leading or supervising one or more staff, team members or direct reports.
- Experience in using software applications from the Microsoft Office suite.

KNOWLEDGE

- Knowledge of event best practices is an asset.
- Proficiency in MS Office applications.

ABILITIES

- Ability to work effectively under pressure with tight time constraints.
- Ability to multi-task or handle multiple projects simultaneously.
- Ability to analyze problems and recommend solutions.
- Ability to communicate effectively both orally and in writing.

PERSONAL SUITABILITY

- Client Service Orientation
- Attention to detail
- Teamwork and Cooperation
- Judgment
- Flexibility



CONDITIONS OF WORK

- Must be available for work from October 10, 2020 to April 10, 2021. There will be no vacation leave granted during this period.
- Must be a Canadian citizen or a landed immigrant with a Canadian passport.
- Must possess a Canadian passport valid until October 31, 2021.
- **Must provide an Occupational Health Assessment Report** (completed within 3 months).
- May be required to wear a jacket (or other apparel provided by the Canada Pavilion) during events.
- Must adhere to a shift schedule established for the Pavilion.
- If required, accommodation may be provided. Consequently, the candidate must be prepared to share accommodation facilities, specifically a kitchen, bathroom and living room with another Protocol and Special Events Officer or VIP Officer.



Junior Events Officer

EDUCATION

- A secondary school diploma or an acceptable combination of education, training or experience.

LANGUAGE REQUIREMENTS

- English and/or French.
- Knowledge of Arabic is an asset.

EXPERIENCE

- At least one year of experience in supporting high-profile international events, events (e.g. meetings, conferences, public presentations etc.) is an asset.
- Experience in using software applications from the Microsoft Office suite.

KNOWLEDGE

- Knowledge of event best practices is an asset.
- Proficiency in MS Office applications.

ABILITIES

- Ability to work effectively under pressure with tight time constraints.
- Ability to multi-task or handle multiple projects simultaneously.
- Ability to analyze problems and recommend solutions.
- Ability to communicate effectively both orally and in writing.

PERSONAL SUITABILITY

- Client Service Orientation
- Attention to detail
- Teamwork and Cooperation
- Judgment
- Flexibility

CONDITIONS OF WORK

- Must be available for work from October 10, 2020 to April 10, 2021. There will be no vacation leave granted during this period.
- Must be a Canadian citizen or a landed immigrant with a Canadian passport.
- Must possess a Canadian passport valid until October 31, 2021.
- **Must provide an Occupational Health Assessment Report** (completed within 3 months).



- May be required to wear a jacket (or other apparel provided by the Canada Pavilion) during events.
- Must adhere to a shift schedule established for the Pavilion.
- If required, accommodation may be provided. Consequently, the candidate must be prepared to share accommodation facilities, specifically a kitchen, bathroom and living room with another Protocol and Events Officer or Junior Officer.