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| **Agency** | Department of Foreign Affairs and Trade |
| **Position number** | 7375 |
| **Title** | Consular and Passport Officer |
| **Classification** | LE3 |
| **Post /Section** | Corporate |
| **Reports to (title)** | Senior Administration Officer and Consul |

## About the Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia’s security, enhancing Australia’s prosperity, delivering an effective and high quality overseas aid program and helping Australian travellers and Australians overseas.

The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia’s pursuit of global, regional and bilateral interests.

**About the Position**

Under direction, the Consular and Passport Officer provides high quality consular and passport services to the Australian public and other citizens covered by relevant bilateral agreements. They will also perform financial and administrative duties as directed. The position reports to the Senior Administration Officer and Consul.

**The key responsibilities of the position include, but are not limited to:**

* Provide a range of passport services, including processing passport applications and conducting client interviews with Australian citizens in accordance with the Australian Passport Act
* Provide consular assistance to Australian Citizens including the management, monitoring and reporting of consular cases in accordance with the Consular Operations and Policy Handbook, certify documents and execute notarial acts within Commonwealth guidelines
* Assist the Consul in the preparation of the Crisis Action Plan
* Maintain stock levels of all passport related materials including application forms, travel documents and laminates, and organise the destruction of processed dossiers
* Establish and maintain good working relations with a range of stakeholders including local authorities, hospitals and social services, liaise with Canberra and ensure post’s network of contacts are current
* Operate consular and passports related databases, and maintain records and filing systems
* Act as Cashier in accordance with the DFAT Financial Management Manual
* Act as back-up Accountant
* Act as an electoral officer for federal and state elections
* Operate the reception including, answering incoming calls, escorting visitors, and responding to email enquiries and in person requests

**Qualifications/Experience**

* Demonstrated experience in customer service and office administration
* Excellent attention to detail, communication and interpersonal skills in both English and Tongan
* Demonstrated ability to work productively as a member of a small team
* Ability to prioritise workloads, maintain confidentiality and work effectively under pressure
* Ability to interpret and apply policy and legislation, operating under the Privacy Act
* High level computer skills, including proficiency in Microsoft Office, and experience using databases