

LES Position Description

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	7375
POSITION TITLE	Client Services Officer
CLASSIFICATION	LE3
SECTION	Australian High Commission, Nuku'alofa
REPORTS TO (TITLE)	Second Secretary Corporate and Vice-Consul

About The Department of Foreign Affairs and Trade (Amend for each agency)

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. The Australian High Commission in Tonga advances these objectives at a national and regional level from Nuku'alofa.

About the position

Under general direction, the Client Services Officer will undertake a broad range of client service, financial and administrative tasks to support the Australian High Commission's operations. The position is the public face for visitor and general enquiries as well as providing consular, notarial and passport processing services to Australian citizens and other citizens covered by relevant bilateral agreements. They will also perform financial and administrative duties as directed, including first level IT support for staff.

All staff are expected to assist with crisis response, senior visits and major events.

Key responsibilities of the position include but are not limited to:

- Manage and undertake the provision of consular, passport and notarial services to Australian citizens in accordance with relevant Australian legislation and guidelines. This includes offering timely advice, reporting on cases, drafting written correspondence and ensuring that associated administrative tasks are completed and recorded in relevant systems.
- Under guidance, manage consular cases and provide practical assistance, including in cases of arrests/detentions, hospitalisations, medical evacuations, assaults, deaths, and whereabouts of Australian citizens as well as participate in consular visits to hospitals, morgues, detention centres, prisons, and other service providers.
- Manage passport services to Australian citizens including client interviews, processing applications, financial transactions, providing advice, managing casework and maintaining stock levels and destruction of all passports related materials including application forms, travel documents and laminates as required.
- Develop and maintain effective working relationships with a range of key stakeholders, including local hospitals, police, lawyers, social services, airlines, government and non-government authorities and ensure post's network of contacts are current.
- Contribute to the preparation of consular and passport related reporting including travel advisories, contingency plans for major events and post's Crisis Action Plan (CAP).
- Manage Reception for visitors and general enquiries including, in person requests, answering incoming telephone and manage AHC Tonga mailbox.

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- In consultation with Post's System Administrator, provide local general IT support and troubleshooting for staff; maintain IT equipment; test radio and satellite phones; manage and maintain the unclassified IT and communications network.
 - Perform duties as an electoral officer for Australian federal and state elections and manage cashier responsibilities in accordance with DFAT Financial Management Manual.

Required Qualifications/Experience/Knowledge/Skills

- Demonstrated previous experience working in client or customer service role within government, international or regional organisation, or diplomatic mission.
- Demonstrated experience working in an environment where you need to maintain confidentiality and exercise sound judgement.
- Demonstrated computer skills and the ability to pick up new systems easily is desirable.
- Sound knowledge or the ability to quickly acquire knowledge, of the Consular Services Charter and other relevant legislation, policies and procedures.
- Sound judgement and problem-solving skills with the ability to maintain discretion and confidentiality.
- Strong attention to detail and an aptitude for process-driven work in compliance with legislation and policy.
- Strong verbal and written communication skills and the ability to respond effectively to and manage distressed people and/or situations with tact and compassion.
- High level of initiative, flexibility and willingness to undertake a broad range of duties to work in a small team.